

# Appendix F

## Questionnaires





(AFFIX LABEL HERE)

The 1996 Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) (P.L. 104-208) that mandated the evaluation of pilot employment verification programs authorizes collection of data for this study. In signing the Memorandum of Understanding agreeing to participate in the Machine-Readable Document Pilot, you also agreed to participate in this mandated program evaluation. All information collected in this evaluation will be treated as confidential by the study contractors (Temple University and Westat). They will use the information solely for statistical purposes and will not release information in a form that would permit the respondent to be identified. Information you provide will not be used by INS or other organizations for enforcement purposes. If you have any questions about this study, please contact Louise Hanson, Temple University, 1-800-827-5477 or contact the INS Clearance Officer, Mr. Robert B. Briggs, United States Department of Justice, Information Management and Security Staff, Justice Management Division, Suite 850, Washington Center, 1001 G Street, NW, Washington, DC 20530; OMB No. 1115-0234.

## **INSTRUCTIONS**

**This questionnaire includes a number of questions about employment verification at your establishment. You may not be the person who is most knowledgeable about all aspects of the process. If there are others at your establishment who are better able to answer some of these questions, we would appreciate your obtaining the necessary information from them. Please return the entire package to us in the enclosed envelope.**

**Thank you for your help.**



## A. MACHINE-READABLE DOCUMENT PILOT PARTICIPATION

A1. Prior to this current Machine-Readable Document Pilot (MRDP) survey, has this establishment ever participated in an INS pilot employment verification program?

1 ☐ Yes

5 ☐ No → **GO TO QUESTION A5**

A2. Which one or ones?

*[Please mark all that apply]*

- a ☐ TVP (Telephone Verification Pilot)
- b ☐ EVP (Employment Verification Pilot)
- c ☐ JEMP (Joint Employment Verification Pilot)
- d ☐ BASIC Pilot Program - original
- e ☐ BASIC Pilot Program — integrated
- f ☐ Don't Know

A3. When did this establishment first start using this/these pilot system(s)?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MONTH		YEAR			

A4. When did this establishment last use this/these pilot system(s)?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MONTH		YEAR			



**A5. What was the main reason this establishment agreed to participate in the Machine-Readable Document Pilot (MRDP)?**

*[Please mark only one main reason]*

- 1 ☐ To avoid INS audit, raid or fine
- 2 ☐ To improve work eligibility screening
- 3 ☐ To satisfy a client's request
- 4 ☐ Other - **Specify** \_\_\_\_\_

**A6. Please indicate whether or not each of the following was a reservation or concern that this establishment had about participating in the MRDP?**

- |  | <b>Yes</b>  | <b>No</b>                  |
|--|---|----------------------------|
| a. Equipment or remodeling costs   | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| b. Reliability of SSA/INS databases  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| c. The need for a modem  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| d. Need for a dedicated phone line   | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| e. Anticipated difficulty in holding on to employees licenses until verification                   | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| f. Components of our company outside Iowa could not participate                                    | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| g. Concerns about Memorandum of Understanding (MOU)  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| h. Concerns about employee burden when employees need to contact SSA/INS                           | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| i. Concerns about work interruptions when employees need to contact SSA/INS                        | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| j. Do not feel comfortable confronting newly hired employees who are not found to be work eligible | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| k. Staffing (e.g., new position, reassignment of employees)  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| l. Time constraints  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| m. Increased burden on human resources staff   | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| n. Company hires very few new employees  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| o. Other - <b>Specify</b> _____  | 1 <input type="checkbox"/> 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |

**A7. Which reason given in question A6 was the main reservation or concern that this establishment had about participating in the MRDP?**

- 1 ☐ All answers to question A6 are 'No.'
- 2 ☐ Enter the letter that corresponds to the main concern.  
Please choose only one main concern.

(Letter)



## B. EMPLOYMENT VERIFICATION PROCEDURES

Please think about the I-9 procedures that are currently in place at your establishment.

**B1. During the past six months, for which employees did this establishment verify work authorization?**

*[Please mark all that apply]*

- a ☐ Employees who work at this establishment
- b ☐ Employees who work at other establishments or branches of this firm
- c ☐ Employees who work at other companies
- d ☐ There were no verifications

**B2. During the past six months, approximately what percent of the work authorization verifications for this establishment were conducted by another establishment or firm?**

- 0 ☐ None
- 1 ☐ 30 percent or less
- 2 ☐ 31-60 percent
- 3 ☐ 61-90 percent
- 4 ☐ Over 90 percent

**B3. During the past six months, approximately how many people were hired by this establishment?**

,  PEOPLE HIRED

**B4. During the past six months, approximately how many people were verified by this establishment?**

,  EMPLOYEES VERIFIED

**IF NO VERIFICATIONS, GO TO QUESTION B8** →

**B5. Please provide your best estimate of the percentage of employees verified by this establishment during the past six months who presented counterfeit documents (documents that were altered or forged).**

- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ 21-40 percent
- 7 ☐ 41-60 percent
- 8 ☐ Over 60 percent



**B6. Please provide your best estimate of the percentage of the employees verified by this establishment during the past six months who presented 'real' documents that belonged to another person.**


- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ 21-40 percent
- 7 ☐ 41-60 percent
- 8 ☐ Over 60 percent

**B7. Please provide your best estimate of the percentage of the employees verified by this establishment during the past six months who falsely claimed to be U.S. citizens.**

- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ 21-40 percent
- 7 ☐ 41-60 percent
- 8 ☐ Over 60 percent

**B8. What forms of assistance does this establishment provide to employees during the employment verification process?**

*[Please mark all that apply]*

- a ☐ Staff available to answer questions and assist with the completion of I-9 Forms
- b ☐ Access to copiers, telephone, fax machines, etc.
- c ☐ Paid time off work to resolve work eligibility problems
- d ☐ Unpaid time off work to resolve work eligibility problems
- e ☐ Translators
- f ☐ Address and telephone numbers of agencies to call
- g ☐ Other - **Specify** 

**B9. Now, please consider the burden associated with the verification process. Is the verification process...**

- 1 ☐ An extreme burden,
- 2 ☐ A moderate burden,
- 3 ☐ A slight burden, or
- 4 ☐ Not a burden at all?



## C. ESTABLISHMENT CHARACTERISTICS

*Please answer the following questions for this establishment (site) only.*

**C1. In what month and year did you start operations here?**

MONTH

YEAR

**C2. What kind of work is done at this establishment; i.e., what kind of product(s) are made here or what kind of services are performed?**

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**C3. Is this establishment part of a company that has establishments outside the U.S.?**

1 ☐ Yes

5 ☐ No

8 ☐ Don't know

GO TO QUESTION C5

**C4. In which country is the headquarters located?**

1 ☐ United States

5 ☐ Other - **Specify**

8 ☐ Don't know

**C5. Is this establishment a personnel or temporary employee company that supplies workers for other firms?**

1 ☐ Yes

5 ☐ No



**C6. Please estimate the number of current employees of this establishment in each of the following categories.**

*[Do not count employees of contract or temporary service agencies who work at your site; do count any of this establishment's employees who work under contract at another site.]*

a. Full-time permanent	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. Part-time permanent	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. On a temporary basis	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
<hr/>					
<b>TOTAL</b>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>

**C7. Please estimate the percent of current employees of this establishment who are...**

	<b>% of All Employees</b>
a. <b>Salaried.</b> (e.g., managers, professionals and technical staff)	_____ %
b. <b>Skilled hourly.</b> (e.g., sales, office, clerical and craft workers)	_____ %
c. <b>Unskilled hourly.</b> (e.g., operatives, laborers and service workers)	_____ %
<b>TOTAL</b>	<hr/> 100 %

**C8. Please estimate the percent of current employees of this establishment who are...**

	<b>% of All Employees</b>
a. Hispanic or Latino (any race)	_____ %
b. African American - Non-Hispanic	_____ %
c. White - Non-Hispanic	_____ %
d. Asian	_____ %
e. Other race	_____ %



**C9. Approximately what percent of current employees of this establishment are union members?**

- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ 21-40 percent
- 7 ☐ 41-60 percent
- 8 ☐ Over 60 percent

☐ MARK THIS BOX IF THERE ARE NO HOURLY EMPLOYEES AT THIS ESTABLISHMENT. THEN GO TO QUESTION C11.

**C10a. Approximately what percent of current hourly employees of this establishment have as their highest level of education...**

- a. A high school diploma or equivalent?
- b. A college or professional degree?

**C10b. Approximately what percent of current hourly employees of this establishment...**

- c. Are immigrants (i.e., they were born outside of the U.S.)?

	5% or Less (1)	6-20% (2)	21-40% (3)	41-60% (4)	61-80% (5)	81-95% (6)	More than 95% (7)
a. A high school diploma or equivalent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. A college or professional degree?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Are immigrants (i.e., they were born outside of the U.S.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C11. From which country or countries do most of the immigrants currently employed in this establishment come?**

*[Please mark all that apply.]*

- a ☐ Canada
- b ☐ China
- c ☐ India
- d ☐ Mexico
- e ☐ Philippines
- f ☐ Vietnam
- g ☐ Other - **Specify** \_\_\_\_\_



**C12. How easy or difficult is it for this establishment to find qualified workers to fill vacancies in the following categories?**

*[Please mark 'N/A' if this establishment does not hire workers in the category.]*

- a. Salaried**  
(e.g., managers, professionals and technical staff)
- b. Skilled hourly**  
(e.g., sales, office, clerical and craft workers)
- c. Unskilled hourly**  
(e.g., operatives, laborers and service workers)

Very Easy	Fairly Easy	Fairly Difficult	Very Difficult	N/A
(1)	(2)	(3)	(4)	(7)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C13. What are the peak months for hiring employees at this establishment?**

*[Please mark all that apply.]*

- a ☐ January
- b ☐ February
- c ☐ March
- d ☐ April
- e ☐ May
- f ☐ June
- g ☐ July
- h ☐ August
- i ☐ September
- j ☐ October
- k ☐ November
- l ☐ December
- m ☐ Continual hiring throughout the year

**C14. When recruiting new employees, does this establishment:**

- |   | Yes                        | No                         |
|---|----------------------------|----------------------------|
| a. accept unsolicited 'walk-in' applications?     | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| b. use informal referrals from current employees? | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| c. Other - <b>Specify</b> _____                   | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |



**C15. How would you characterize the financial health of this establishment during the past six months?**

- 1 ☐ Excellent – high profit growth
- 2 ☐ Good – moderate profit growth
- 3 ☐ Fair – no change in profits
- 4 ☐ Poor – decline in profits

**C16. During the past six months, has this establishment experienced...**

- 1 ☐ Rapid growth in size,
- 2 ☐ Moderate growth in size,
- 3 ☐ No change in size, or
- 4 ☐ A decline in size?

**C17. During the past two years, has the INS visited this establishment:**

*[Please indicate 'Yes' or 'No' for each item]*

- |  | <b>Yes</b>                 | <b>No</b>                  |
|--|----------------------------|----------------------------|
| a. to educate the staff about I-9 verification requirements? | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| b. to review I-9 Forms?                                      | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| c. to determine if unauthorized immigrants were employed?    | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| d. to investigate possible document fraud?                   | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| e. for any other reason? - <b>Specify</b> _____              | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |

**C18. During the past two years, has this establishment been found guilty of any of the following by a federal or state agency...**

*[Please indicate 'Yes' or 'No' for each item]*

- |  | <b>Yes</b>                 | <b>No</b>                  |
|--|----------------------------|----------------------------|
| a. Employment discrimination?            | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| b. Pollution of the environment?         | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| c. Violation of OSHA or labor standards? | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |



## D. HOURLY WORKERS

1 ☐ N/A (NO HOURLY EMPLOYEES) —————→ **GO TO QUESTION E1**

### D1. How does this establishment typically recruit new hourly workers?

*[Please mark all that apply]*

- a ☐ Walk-in
- b ☐ Word of mouth
- c ☐ Other informal methods
- d ☐ Ads (newspaper, journals, Internet, etc.)
- e ☐ Employment agencies
- f ☐ Job fairs, schools
- g ☐ Other - *Specify* —————→

### D2. Do you make special efforts to target certain groups of individuals (e.g., race/ethnic minorities) in your recruitment efforts to fill hourly positions?

- 1 ☐ Yes
- 5 ☐ No
- 8 ☐ Don't know —————→ **GO TO QUESTION D4**

### D3. Which groups do you target?

*[Please mark all that apply]*

- a ☐ Immigrants
- b ☐ Hispanics or Latinos
- c ☐ Blacks or African Americans
- d ☐ Asians
- e ☐ Other race/ethnic groups - *Specify* —————→

- f ☐ Women
- g ☐ Persons with Disabilities
- h ☐ Other - *Specify* —————→



**D4. What forms and/or other materials do you give to applicants for hourly positions before you make a job offer?**

*[Please mark all that apply]*

- a ☐ Job application form
- b ☐ Information about the company (including benefit packages, etc.)
- c ☐ I-9 form
- d ☐ None used
- e ☐ Other - *Specify* \_\_\_\_\_

**D5. Which of the following do you request from applicants for hourly positions before making a job offer?**

*[Please mark all that apply]*

- a ☐ None
- b ☐ Resume or vita
- c ☐ Completed job application
- d ☐ References
- e ☐ Skills tests
- f ☐ Medical form or tests
- g ☐ I-9 form
- h ☐ Copies of work authorization documents
- i ☐ Other - *Specify* \_\_\_\_\_

**D6. Which of the following procedures does this establishment use to process new hourly employees after they are hired?**

*[Please mark all that apply]*

- a ☐ Orientation session
- b ☐ Completion of I-9 form
- c ☐ Completion of W-4 and other forms
- d ☐ Verification of employment eligibility - *Specify* \_\_\_\_\_

- e ☐ Physical exam
- f ☐ Drug tests
- g ☐ Other - *Specify* \_\_\_\_\_



## E. SALARIED WORKERS

1 ☐ N/A (NO SALARIED EMPLOYEES) —————> **GO TO QUESTION F1**

### E1. How does this establishment typically recruit new salaried workers?

*[Please mark all that apply]*

- a ☐ Walk-in
- b ☐ Word of mouth
- c ☐ Other informal methods
- d ☐ Ads (newspaper, journals, Internet, etc.)
- e ☐ Employment agencies
- f ☐ Job fairs, schools
- g ☐ Other - *Specify* —————>

### E2. Do you make special efforts to target certain groups of individuals (e.g., race/ethnic minorities) in your recruitment efforts to fill salaried positions?

- 1 ☐ Yes
- 5 ☐ No
- 8 ☐ Don't know —————> **GO TO QUESTION E4**

### E3. Which groups do you target?

*[Please mark all that apply]*


- a ☐ Immigrants
- b ☐ Hispanics or Latinos
- c ☐ Blacks or African Americans
- d ☐ Asians
- e ☐ Other race/ethnic groups - *Specify* —————>

- f ☐ Women
- g ☐ Persons with Disabilities
- h ☐ Other - *Specify* —————>




**E4. What forms and/or other materials do you give to applicants for salaried positions before you make a job offer?**

*[Please mark all that apply]*

- a ☐ Job application form
- b ☐ Information about the company (including benefit packages, etc.)
- c ☐ I-9 form
- d ☐ None used
- e ☐ Other - *Specify* 

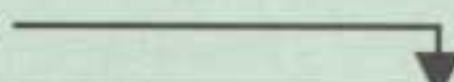
**E5. Which of the following do you request from applicants for salaried positions before making a job offer?**

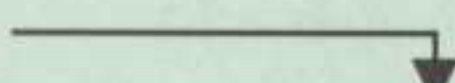
*[Please mark all that apply]*

- a ☐ Nothing
- b ☐ Resume or vita
- c ☐ Completed job application
- d ☐ References
- e ☐ Skills tests
- f ☐ Medical form or tests
- g ☐ I-9 form
- h ☐ Copies of work authorization documents
- i ☐ Other - *Specify* 

**E6. Which of the following procedures does this establishment use to process new salaried employees after they are hired?**

*[Please mark all that apply]*

- a ☐ Orientation session
- b ☐ Completion of I-9 form
- c ☐ Completion of W-4 and other forms
- d ☐ Verification of employment eligibility - *Specify* 

- e ☐ Physical exam
- f ☐ Drug tests
- g ☐ Other - *Specify* 



## F. IMMIGRANT WORKERS

**F1. Are the majority of the applicants for the following jobs immigrants?**

*[Please indicate 'Yes' or 'No' for each item]*

	Yes	No
Unskilled laborers	1 <input type="checkbox"/>	5 <input type="checkbox"/>
Semi-skilled operatives	1 <input type="checkbox"/>	5 <input type="checkbox"/>
Service workers	1 <input type="checkbox"/>	5 <input type="checkbox"/>
Skilled workers (crafts)	1 <input type="checkbox"/>	5 <input type="checkbox"/>

**IF 'NO' TO ALL, THEN GO TO F3**

**F2. Why do you think there are so many immigrant applicants for these positions?**

*[Please mark all that apply]*

- a ☐ Too few qualified U.S. citizens
- b ☐ The work is too unpleasant for U.S. citizens
- c ☐ The compensation is too low for U.S. citizens
- d ☐ Other - *Specify* \_\_\_\_\_

**F3. Among those immigrant employees you have, would you say most of them are...**

*[Please mark only one]*

- 1 ☐ Unskilled laborers,
- 2 ☐ Semi-skilled operatives,
- 3 ☐ Service workers,
- 4 ☐ Skilled workers (crafts), or
- 5 ☐ Other - *Specify* \_\_\_\_\_

**F4. Was the percent of immigrants working here a year ago...**

- 1 ☐ Lower than now,
- 2 ☐ The same as now, or
- 3 ☐ Higher than now?



**F5. Have any of the following factors affected the extent to which you rely on immigrant workers?**

a. There are more immigrants in this area than there were previously? Yes ☐ No ☐

b. We've made changes that have made our jobs more attractive to U.S. citizens? - *Specify* 1 ☐ 5 ☐

c. We've made changes that have made our jobs more attractive to immigrants? - *Specify* 1 ☐ 5 ☐

d. Anything else? - *Specify* 1 ☐ 5 ☐

**F6. Some people say that I-9 verification process results in some employers being reluctant to hire immigrants who are authorized to work. Do you think this is true?**

1 ☐ Yes

5 ☐ No

8 ☐ Don't know

**GO TO QUESTION F8**

**F7. Why do you think this is true?**

**F8. Do you think that a program like the MRDP that permits employers to verify the work eligibility of new employees by checking their I-9 information against INS and SSA databases would make participating employers more or less willing to hire immigrants?**

1 ☐ More - Why do you think this is so?

2 ☐ Less - Why do you think this is so?

3 ☐ Neither



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

**PLEASE PLACE THIS COMPLETED QUESTIONNAIRE  
INTO THE ENCLOSED BUSINESS REPLY ENVELOPE  
AND MAIL WITHIN TWO DAYS OF COMPLETION.**



CASE ID#: \_\_\_\_\_

Start Time: \_\_\_\_\_

**Machine-Readable Document Pilot (MRDP) #31-914**  
**EMPLOYER TELEPHONE INTERVIEW FOR NON-USERS**

**A. System Implementation**

**A1.** I'd like to begin by establishing the time period that we will be talking about.  
According to our records, the package containing the MRDP machine and training materials was sent to your establishment on [DATE MACHINE SENT FROM LABEL].  
Approximately when did this establishment receive that package?  
[PROBE FOR BEST GUESS OF AT LEAST MONTH AND YEAR]  
[IF DATE GIVEN BY RESPONDENT IS PRIOR TO DATE ON LABEL, PROBE TO SEE WHETHER ESTABLISHMENT WAS IN ANOTHER PILOT AS WELL AS THE MRDP. ADD A NOTE INDICATING THAT RESPONSE AT THIS QUESTION.]

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MONTH

--	--

DAY

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YEAR

PACKAGE WAS NEVER RECEIVED

95

**IF THE MRDP PACKAGE WAS NEVER RECEIVED (A1=95), END INTERVIEW.**



**A2.**

From the time this establishment first received the materials needed to install the MRDP system, that is from [DATE IN A1], how long was it before the software part of the system was installed? Was it:

**SKIP TO QUESTION A4** ←

Less than one month,	1
1 to 3 months,	2
4 to 6 months,	3
More than 6 months, or	4
Has the system never been installed?	5

**A3.**

- a. During this period, that is, between [DATE FROM A1] and [installation of the software / now], what circumstances would explain why installation (was delayed / never occurred)?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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- b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:) Was [CATEGORY] a reason for delay? (CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. NO STAFF AVAILABLE TO INSTALL SYSTEM	1	1	5
B. SYSTEM REQUIRED STAFF TRAINING	2	1	5
C. HIRED NO NEW EMPLOYEES	3	1	5
D. EXPERIENCED TECHNICAL DIFFICULTIES	4	1	5
E. LACKED THE NECESSARY EQUIPMENT	5	1	5
F. COULD NOT GAIN ACCESS TO THE SYSTEM	6	1	5
G. COULD NOT REACH INS SYSTEM SUPPORT	7	1	5
H. SOME OTHER REASON	8	1	5

**IF THE MRDP SOFTWARE WAS NEVER INSTALLED (A2=5), SKIP TO C1 ON PAGE 5.**



**A4.**

From the time this establishment first received the materials needed to install the MRDP system, that is from [DATE IN A1], how long was it before the card reader machine was installed? Was it:

**SKIP TO QUESTION B1** ←

Less than one month,	1
1 to 3 months,	2
4 to 6 months,	3
More than 6 months, or	4
Has the card reader never been installed?	5

**A5.**

a. During this period, that is, between [DATE FROM A1] and [installation of the card reader / now], what circumstances would explain why installation (was delayed / never occurred)?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:) Was [CATEGORY] a reason for delay? (CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. NO STAFF AVAILABLE TO INSTALL CARD READER	1	1	5
B. HIRED NO NEW EMPLOYEES	2	1	5
C. EXPERIENCED TECHNICAL DIFFICULTIES INSTALLING THE CARD READER	3	1	5
D. COULD NOT REACH INS SYSTEM SUPPORT	4	1	5
E. PROBLEM WITH THE CARD READER MACHINE	5	1	5
F. SOME OTHER REASON	6	1	5



## B. MRDP Setup Costs

**B1.** a. What direct costs did this establishment incur in setting up the MRDP?

(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:) Were there any direct costs in setting up the MRDP for [CATEGORY]? (CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. TRAINING	1	1	5
B. COMPUTER HARDWARE	2	1	5
C. CARD READER MACHINE	3	1	5
D. TELEPHONE HOOK-UP	4	1	5
E. OTHER OFFICE EQUIPMENT	5	1	5
F. REMODELING OR RESTRUCTURING OF THE PHYSICAL PLANT	6	1	5
G. SOME OTHER REASON	7	1	5

**B2.** What is your best guess of an estimate of the total direct expenditures associated with setting-up the MRDP?

\$□□,□□□.00

**B3.** Were the indirect costs associated with setting-up the MRDP, such as reassignment of employees, additional recruitment, delayed production and so on:

An extreme burden,	1
A moderate burden,	2
A slight burden, or	3
Not a burden at all?	4



## C. Views About MRDP Pilot

C1. Which of the following best describes the current situation of this establishment regarding the use of the MRDP system? Would you say:

**SKIP TO QUESTION C4** ←

**SKIP TO QUESTION C4** ←

We recently started or have been using it,

1

We expect to use the system in the future, or

2

We do not expect to use the MRDP system?

3

**C2.** In what month and year did this establishment begin using the MRDP pilot system?

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MONTH

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YEAR

C3. Please describe your experience with the system. For example, tell me how many entries have been made, whether the card reader works properly, any problems you have encountered, and so on. (RECORD VERBATIM)

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**IF THE MRDP SOFTWARE HAS BEEN USED (C1=1), SKIP TO QUESTION C5.**



C4. a. What are the reasons for this establishment not using the MRDP system?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:) Was [CATEGORY] a reason for not using the MRDP system? (CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. HIRED NO NEW EMPLOYEES	1	1	5
B. NO TRAINED STAFF AVAILABLE	2	1	5
C. EXPERIENCED TECHNICAL DIFFICULTIES	3	1	5
D. LACK OF CONFIDENCE IN DATABASES	4	1	5
E. THE SYSTEM IS BURDENSOME AND TIME CONSUMING	5	1	5
F. DEVELOPED OTHER WAYS TO ENSURE WORK ELIGIBILITY OF NEWLY HIRED EMPLOYEES	6	1	5
G. DECIDED TO HAVE A CONTRACTOR VERIFY EMPLOYEES FOR THIS ESTABLISHMENT	7	1	5
H. DECIDED TO USE EMPLOYEES OF TEMPORARY OR OTHER CONTRACTED AGENCIES	8	1	5
I. SOME OTHER REASON	9	1	5

C5. Please think of the materials provided by the INS. How useful was the MRDP Manual?  
Would you say:

Not useful at all,	1
Not very useful,	2
Somewhat useful, or	3
Very useful?	4
NEVER RECEIVED	5
NOT USED	6



C6. And how useful was the Computer Based Training Tutorial? Would you say:

Not useful at all,	1
Not very useful,	2
Somewhat useful, or	3
Very useful?	4
NEVER RECEIVED	5
NOT USED	6

C7. And how useful was the Card Reader Machine? Would you say:

Not useful at all,	1
Not very useful,	2
Somewhat useful, or	3
Very useful?	4
NEVER RECEIVED	5
NOT USED	6

**C8.** What haven't I asked about the MRDP program that we should know about in order to better evaluate it? (RECORD VERBATIM)

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## D. Employment Verification Procedures

**D1.** As of today, approximately how many total employees does this establishment have? Do not count employees of contract or temporary service agencies who work at your site, but do count any of this establishment's employees who work under contract at another site.

TOTAL EMPLOYEES

,

**D2.** Approximately how many of those current employees are:

a. Full time permanent?

,

b. Part time permanent?

,

c. On a temporary basis?

,

**D3.** Approximately what percent of current hourly employees of this establishment are immigrants, that is, they were born outside of the U.S.?

\_\_\_\_\_ PERCENT

**D4.** How would you characterize the financial health of this establishment since [DATE FROM A1]?  
Would you say:

Excellent or high profit growth,	1
Good or moderate profit growth,	2
Fair or no change in profits, or	3
Poor or a decline in profits?	4

**D5.** Since [DATE FROM A1], has this establishment experienced:

Rapid growth,	1
Moderate growth,	2
No change, or	3
A reduction in growth?	4



D6. Since [DATE FROM A1], approximately how many people were hired at this establishment?

PEOPLE HIRED

,

D7. Since [DATE FROM A1], approximately how many people were verified for work authorization at this establishment? Also include any verifications done for employees of other establishments.

PEOPLE VERIFIED

,

**IF THERE HAVE BEEN NO VERIFICATIONS (D7=0), SKIP TO QUESTION D12.**

D8. Since [DATE FROM A1], for which employees did this establishment verify work authorization?  
Was it verified for:

	YES	NO
Employees who work at this establishment?	1	5
Employees who work at other establishments or branches of this firm?	1	5
Employees who work at other companies?	1	5

D9. Since [DATE FROM A1], approximately what percent of the work authorization verifications for this establishment were conducted by another establishment or firm? Would you say:

None,	1
30 percent or less,	2
31 to 60 percent,	3
61 to 90 percent, or	4
Over 90 percent?	5

D10. Please provide your best estimate of the percentage of newly hired employees who have presented 'real' documents that belong to another person since [DATE FROM A1].

\_\_\_\_\_ PERCENT

**D11.** Please provide your best estimate of the percentage of newly hired employees who have presented counterfeit documents (documents that have been altered or forged) since [DATE FROM A1].

\_\_\_\_\_ PERCENT

**D12.** Now, thinking about the burden associated with the I-9s, would you say the I-9 process is:

An extreme burden,	1
A moderate burden,	2
A slight burden, or	3
Not a burden at all?	4

**D13.** What haven't I asked about employment verification that we should know about in order to better evaluate the MRDP program? (RECORD VERBATIM)

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**Thank you for taking the time to answer my questions. Your effort and the information you have provided are greatly appreciated.**

**End Time:** \_\_\_\_\_



Study of  
Employment  
Eligibility Logo  
Here

# Machine-Readable Document Pilot (MRDP)

Please make corrections to the information on the label below.

Establishment information:

4-digit SIC code and industry description  
Establishment Name  
Address  
Telephone  
Number of employees

Contact person:

Name  
Title  
Time at position

OMB Statement

*The 1996 Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) (P.L. 104-208) that mandated the evaluation of pilot employment verification programs authorizes collection of data for this study. In signing the Memorandum of Understanding agreeing to participate in the Machine-Readable Document Pilot, you also agreed to participate in this mandated program evaluation. All information collected in this evaluation will be treated as confidential by the study contractors (Temple University and Westat). They will use the information solely for statistical purposes and will not release information in a form that would permit the respondent to be identified. Information you provide will not be used by INS or other organizations for enforcement purposes. If you have any questions about this study, please contact Louise Hanson, Temple University, 1-800-827-5477 or contact the INS Clearance Officer, Mr. Robert B. Briggs, United States Department of Justice, Information Management and Security Staff, Justice Management Division, Suite 850, Washington Center, 1001 G Street, NW, Washington, DC 20530; OMB No. 1115-0234.*

**PLEASE RECORD:**

Your name: \_\_\_\_\_  
(First) (Last)

Title: \_\_\_\_\_

Length of time in your present position: \_\_\_\_\_ **OR** \_\_\_\_\_  
(# of months) (# of years)

Telephone # (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Ext: \_\_\_\_\_

Date Questionnaire Completed: \_\_\_\_\_ / \_\_\_\_\_ / 2002\_\_\_\_  
(month) (day)



# Machine-Readable Document Pilot Mail Questionnaire

This questionnaire includes a number of questions about employment verification at your establishment. If there are any items where you are not the most knowledgeable about all aspects of the topic, we would appreciate your obtaining the necessary information from others who may be better able to answer.

Please return the completed questionnaire to us in the enclosed over-night delivery envelope as soon as possible.

Thank you for your help.

## A. System Implementation

**A1.** According to our records, the package containing the MRDP machine and training materials was sent to your establishment on \_\_\_\_\_.

**Approximately when did this establishment receive that package?**

*[If the exact date is not known, please enter a 'best guess' of at least month and year.]*

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MONTH

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DAY

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YEAR

**A2.** From the time this establishment first received the materials needed to install the MRDP system, that is from [DATE ENTERED IN A1], how long was it before the software part of the system was installed?

**Was it:**

- 1 ☐ Less than one month, → **GO TO QUESTION A4**
- 2 ☐ 1-3 months,
- 3 ☐ 4-6 months, or
- 4 ☐ More than 6 months?

**A3.** During this period between receipt of the system and installation, which of the following circumstances explain why installation of the software was delayed?

*[Please choose all that apply]*

- |   |  |
|---|--|
| a <input type="checkbox"/> No staff available to install system | b <input type="checkbox"/> Lacked the necessary equipment      |
| c <input type="checkbox"/> System required staff training       | d <input type="checkbox"/> Could not gain access to the system |
| e <input type="checkbox"/> Hired no new employees               | f <input type="checkbox"/> Could not reach INS system support  |
| g <input type="checkbox"/> Experienced technical difficulties   |  |
| h <input type="checkbox"/> Other (specify) _____                |  |

**A4.**

**From the time the MRDP software was installed, how long was it before the Card Reader machine was installed?**

**Was it:**

- 1 ☐ At the same time as the software, → **GO TO QUESTION A6**
- 2 ☐ Within a week after installing the software,
- 3 ☐ Over a week after installing the software but within a month,
- 4 ☐ Over a month after installing the software, or
- 5 ☐ Card Reader was never installed?

**A5.**

**Which of the following explain why installation of the Card Reader was delayed or never installed?**

*[Please choose all that apply]*

- a ☐ No staff available to install the Card Reader
- b ☐ Hired no new employees
- c ☐ Experienced technical difficulties installing the Card Reader
- d ☐ Could not reach INS system support
- e ☐ Other (specify) \_\_\_\_\_

**A6. Which of the following methods have been used to train staff members to conduct employment verification with the MRDP?**

*[Please choose all that apply]*

- a ☐ Self-instruction with the pilot procedures manual
- b ☐ Formal in-house training session
- c ☐ Computer tutorial provided with installation package
- d ☐ Formal training by INS and/or SSA personnel
- e ☐ Informal on-the-job training
- f ☐ Other (specify) \_\_\_\_\_



## B. MRDP Setup and Maintenance Costs

### Setup Costs

**B1.** What direct costs did this establishment incur in setting up the MRDP?

*[Please choose all that apply]*

- a ☐ Training
- b ☐ Computer hardware
- c ☐ Telephone hook-up
- d ☐ Other office equipment
- e ☐ Remodeling or restructuring of the physical plant
- f ☐ Other (specify) \_\_\_\_\_

**B2.** Please provide an estimate of the total direct expenditures associated with setting up the MRDP.

\$,.00

**B3.** Were the indirect costs associated with setting up the MRDP, such as reassignment of employees, additional recruitment, delayed production and so on:

- 1 ☐ An extreme burden,
- 2 ☐ A moderate burden,
- 3 ☐ A slight burden, or
- 4 ☐ Not a burden at all?

### Maintenance Costs

**B4.** What are the annual direct costs incurred by this establishment to maintain the MRDP?

*[Please choose all that apply]*

- a ☐ Computer maintenance
- b ☐ Telephone fees
- c ☐ Training of replacement staff
- d ☐ Wages of the verification specialist(s)
- e ☐ Other (specify) \_\_\_\_\_

**B5.** Please provide an estimate of the total annual direct expenditures associated with maintaining the MRDP.

\$,.00

**B6.** Have the indirect costs associated with maintaining the MRDP been:

- 1 ☐ An extreme burden,
- 2 ☐ A moderate burden,
- 3 ☐ A slight burden, or
- 4 ☐ Not a burden at all?

## C. Employment Verification Procedures

**C1.** Please consider the burden associated with the I-9 verification process using the MRDP? Is the process:

- 1 ☐ An extreme burden,
- 2 ☐ A moderate burden,
- 3 ☐ A slight burden, or
- 4 ☐ Not a burden at all?

**C2.** What is your best estimate of the percentage of newly hired employees who have presented 'real' documents that belong to another person during the past six months?

- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ Over 20 percent

**C3.** What is your best estimate of the percentage of newly hired employees who have presented counterfeit documents (documents that have been altered or forged) during the past six months?

- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ Over 20 percent

**C4.** What is your best estimate of the percentage of the employees verified by this establishment during the past six months who falsely claimed to be U.S. citizens?

- 0 ☐ None
- 1 ☐ Less than 1 percent
- 2 ☐ 1-2 percent
- 3 ☐ 3-5 percent
- 4 ☐ 6-10 percent
- 5 ☐ 11-20 percent
- 6 ☐ Over 20 percent



**C5.**

In what month and year did this establishment begin using the MRDP pilot system for verification of work authorization, that is, using the MRDP software with or without the Card Reader?

--	--

MONTH

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YEAR

**C6.** Please estimate the number of current employees of this establishment in each of the following categories as of today.

*[Do not count employees of contract or temporary service agencies who work at your site; do count any of this establishment's employees who work under contract at another site.]*

a. Full time permanent

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b. Part time permanent

--	--	--	--	--

c. On a temporary basis

--	--	--	--	--

TOTAL

--	--	--	--	--

**C7.** Approximately what percent of current hourly employees of this establishment would you say are immigrants, that is, they were born outside the U.S.?

- 0 ☐ None
- 1 ☐ Less than 5 percent
- 2 ☐ 6-20 percent
- 3 ☐ 21-40 percent
- 4 ☐ 41-80 percent
- 5 ☐ 81-95 percent
- 6 ☐ Over 95 percent

**C8.** Since [DATE ENTERED IN C5], approximately how many people were hired at this establishment?

, PEOPLE HIRED

**C9.** Since [DATE ENTERED IN C5], for which employees did this establishment verify work authorization?

*[Please choose all that apply]*

- a ☐ Employees who work at this establishment
- b ☐ Employees who work at other establishments or branches of this firm
- c ☐ Employees who work at other companies

**C10.** Since [DATE ENTERED IN C5], approximately what percent of the work authorization verifications for this establishment were conducted by another establishment or firm?

- 0 ☐ None
- 1 ☐ 30 percent or less
- 2 ☐ 31-60 percent
- 3 ☐ 61-90 percent
- 4 ☐ Over 90 percent

**C11.** Since [DATE ENTERED IN C5], approximately how many people were verified at this establishment using the MRDP system including using the MRDP Card Reader?

*[Also include verifications done for employees of other establishments. If none, mark the small box.]*

0 ☐ None

, PEOPLE VERIFIED WITH MRDP CARD READER

**C12.** Since [DATE ENTERED IN C5], approximately how many people were verified at this establishment using the MRDP system but not using the MRDP Card Reader?

*[Also include verifications done for employees of other establishments. If none, mark the small box.]*

0 ☐ None → **GO TO QUESTION C14**

, PEOPLE VERIFIED WITH MRDP BUT  
NOT USING THE CARD READER



**C13. Which of the following were reasons for not using the MRDP system Card Reader?**

*[Please choose all that apply.]*

- a ☐ Card Reader didn't work
- b ☐ No staff available who knew how to use the Card Reader
- c ☐ Card Reader was not accessible when employee's documents were examined
- d ☐ Experienced technical difficulties with the Card Reader
- e ☐ Lack of confidence in Card Reader
- f ☐ Person did not have an Iowa driver's license or Iowa ID card
- g ☐ Other – **Specify** \_\_\_\_\_  
\_\_\_\_\_

**C14. Since [DATE ENTERED IN C5], approximately how many people were verified at this establishment using any verification method other than the MRDP system?**

*[Also include verifications done for employees of other establishments. If none, mark the small box.]*

0 ☐ None → **GO TO QUESTION C16**

, PEOPLE VERIFIED BUT NOT WITH MRDP

**C15. Which of the following were reasons for not using the MRDP system for the verifications?**

*[Please choose all that apply.]*

- a ☐ No trained staff available
- b ☐ Experienced technical difficulties with the software or the Card Reader
- c ☐ Lack of confidence in databases
- d ☐ The system is burdensome and time-consuming
- e ☐ Developed other ways to ensure work eligibility of newly hired employees
- f ☐ Decided to have a contractor verify employees for this establishment
- g ☐ Decided to use employees of temporary or other contract agencies
- h ☐ Other – **Specify** \_\_\_\_\_  
\_\_\_\_\_

C16. How often do you close cases (enter closure codes) for each of the following types of MRDP cases:  <i>[Please select 'N/A' if the situation has never arisen]</i>	Never	Sometimes	Often	Always	N/A
	(1)	(2)	(3)	(4)	(5)
a. Cases in which you realize that a mistake was made when entering the data into the system?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Cases determined to be work-authorized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Cases determined to be <u>not</u> work-authorized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cases receiving a final non-confirmation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Cases receiving a tentative non-confirmation that the employee decides not to contest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Other cases (specify)? _____ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C17. Has the MRDP system ever responded that one of the employees being verified had a “tentative non-confirmation” finding?**

*[Include all cases regardless of whether the Card Reader was used and regardless of why the finding was made.]*

1 ☐ YES

5 ☐ NO → **GO TO QUESTION D1**

8 ☐ DON'T KNOW → **GO TO QUESTION D1**

**C18. Since [DATE ENTERED IN C5], approximately how many tentative non-confirmation findings have you received:**

1 ☐ 5 or fewer,

2 ☐ 6 to 10, or

3 ☐ 11 or more?

**C19. As far as you know, were any of the tentative non-confirmation findings you received the result of someone making a 'data entry' mistake when entering the I-9 information into the MRDP system?**

- 1 ☐ YES  
5 ☐ NO → **GO TO QUESTION C21**  
8 ☐ DON'T KNOW → **GO TO QUESTION C21**

**C20. Which of the following describe experiences you had with tentative non-confirmation findings due to data entry mistakes?**

*[Please choose all that apply]*

- a ☐ We found the error ourselves and corrected it without telling the employee  
b ☐ The employee found the error when told about the finding and we corrected it without the employee having to contest the finding  
c ☐ The employee contested the finding and INS or SSA discovered the error

**C21. Did you have any tentative non-confirmation findings that were not the result of data entry errors?** *[Any not already included in C19 and C20]*

- 1 ☐ YES  
5 ☐ NO → **GO TO QUESTION D1**  
8 ☐ DON'T KNOW → **GO TO QUESTION D1**

**C22. Which of the following describe experiences you have had with tentative non-confirmation cases that were not considered data entry error cases?**

*[Please choose all that apply]*

- a ☐ We told the employee about the finding and the employee decided to contest.  
b ☐ We told the employee about the finding and the employee decided to quit rather than to contest the finding.  
c ☐ We never told the employee about the tentative non-confirmation finding, because the employee was no longer working for us when we got the finding.  
d ☐ We never told the employee about the tentative non-confirmation finding, because we couldn't locate the employee.  
e ☐ We decided not to hire the employee without telling him or her about the tentative non-confirmation finding.  
f ☐ We decided to fire the employee without telling him or her about the tentative non-confirmation finding.  
g ☐ Other (specify) \_\_\_\_\_  
\_\_\_\_\_



**C23. On average, how soon after you receive a tentative non-confirmation do you notify the employee? Would you say:**

- 1 ☐ The same day,
- 2 ☐ Within three days but not the same day,
- 3 ☐ Within a week but more than three days,
- 4 ☐ Over a week, or
- 5 ☐ They are usually not informed?

**C24. Please consider each of the following statements related to tentative non-confirmations received while using the MRDP system. Select the answer that best represents the experiences of this establishment.**

*[Please select 'N/A' if the situation has never occurred.]*

- a. Contesting a tentative non-confirmation is not encouraged because the process requires too much time.
- b. Providing assistance to employees who contest a tentative non-confirmation is an excessive burden on staff.
- c. Contesting a tentative non-confirmation is not encouraged because employment authorization rarely results.
- d. Establishing employment authorization has become a burden because there are so many tentative non-confirmations.
- e. Work assignments must be restricted until employment authorization is confirmed.
- f. Pay is reduced until employment authorization is confirmed.
- g. Training is delayed until after employment authorization is confirmed.

Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
(1)	(2)	(3)	(4)	(5)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C25. How often do each of the following situations apply to this establishment's use of the MRDP?**

*[Please select 'N/A' if the situation has never arisen]*

- a. Employees who fail initial verification are informed privately
- b. Written notification of a tentative non-confirmation is given to employees
- c. In-person notification of tentative non-confirmation is given to employees

Never	Sometimes	Often	Always	N/A
(1)	(2)	(3)	(4)	(5)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## D. Views About MRDP Pilot

### D1. Which of the following **best** describes this establishment's **current** use of the MRDP Pilot?

*[Please choose only one answer.]*

- 1 ☐ We currently use the MRDP Program for all verifications.
- 2 ☐ We currently use the MRDP Pilot only for some verifications.
- 3 ☐ We currently do not use the MRDP Pilot for verifications.

### D2. Which of the following statements describe this establishment's experience with the MRDP?

*[Please indicate 'Yes' or 'No' for each item.]*

- |  | YES                        | NO                         |
|--|----------------------------|----------------------------|
| a. It is easy to make errors when entering employee information into the system.   | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| b. Frequent technical assistance is required from the INS to use the MRDP program.   | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| c. At times, the number of employees hired is so great that it is impossible to enter and submit the information required by the deadline.   | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| d. The software for the pilot verification system is so cumbersome that it is impossible to submit work authorization requests by the deadline.  | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| e. Most of this establishment's new hires have provided an Iowa driver's license or state identification card containing a machine-readable social security number.                      | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| f. Many of the new hires with an Iowa driver's license or state identification card were reluctant to relinquish their card for the amount of time it would take to do the verification. | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| g. The machine-reading device has successfully read most or all of the machine-readable cards that have been swiped.   | 1 <input type="checkbox"/> | 5 <input type="checkbox"/> |

D3. Please consider each of the following statements related to the MRDP <u>procedures</u> and select the choice that best describes the experiences at this establishment.	Strongly Disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)	N/A (5)
a. The tasks required by the MRDP verification system overburden the staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. It is impossible to fulfill all the employer obligations required by the MRDP verification process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. It is easier to confirm work authorization through the MRDP verification system than it was prior to using the MRDP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Work authorizations obtained through the MRDP verification system are more reliable than they were prior to using the MRDP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overall, the MRDP is an effective tool for employment verification.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D4. The following statements describe possible <u>changes that could be made to the MRDP procedures</u> . Please select the answer that best describes your views for each of these possible changes.	Strongly Oppose (1)	Oppose (2)	Support (3)	Strongly Support (4)	No opinion (5)
a. New cases could not be entered into the MRDP until all cases submitted more than two weeks earlier had been closed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. New cases could not be entered until you input referral dates for all employees who received tentative non-confirmations more than two weeks earlier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The MRDP system had more error checks built in to the program so that it would tell you about obvious data entry errors (e.g., birth dates indicating someone was born this year).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Any other change you might want to suggest (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**D5. We'd like to know your impressions of working with the SSA. How often did anyone from your establishment attempt to contact the SSA by phone or in writing about issues related to the MRDP employment verification process? Was it:**

- 1 ☐ Never, → **GO TO QUESTION D8**
- 2 ☐ 1-4 times,
- 3 ☐ 5-20 times, or
- 4 ☐ More than 20 times?

**D6. How satisfied were you with the outcome of your attempts to contact the SSA about issues related to employment authorization? Would you say:**

- 1 ☐ Very satisfied,
- 2 ☐ Somewhat satisfied,
- 3 ☐ Not very satisfied, or
- 4 ☐ Not at all satisfied?

**D7. What are the reasons for being or not being satisfied with your attempts to contact SSA?**

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**D8. We would like to know your impressions of working with the INS. How often did anyone from your establishment attempt to contact INS by phone or in writing about issues related to the MRDP employment verification process? Was it:**

- 1 ☐ Never, → **GO TO QUESTION D11**
- 2 ☐ 1-4 times,
- 3 ☐ 5-20 times, or
- 4 ☐ More than 20 times?

**D9. How satisfied were you with the outcome of your attempts to contact the INS about issues related to employment authorization? Would you say:**

- 1 ☐ Very satisfied,
- 2 ☐ Somewhat satisfied,
- 3 ☐ Not very satisfied, or
- 4 ☐ Not at all satisfied?

**D10. What are the reasons for being or not being satisfied with your attempts to contact INS?**

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**D11. Regarding the impact of the MRDP on this establishment, would you say that, when the MRDP system is used, the type of persons who apply for jobs decreases for:**

- 1 ☐ Work authorized applicants,
- 2 ☐ Applicants who are not work authorized, or
- 3 ☐ Both types of applicants?

**D12. Would you say that the MRDP system has made it more difficult to recruit:**

- 1 ☐ Qualified salaried and hourly workers,
- 2 ☐ Qualified salaried workers only,
- 3 ☐ Qualified hourly workers only, or
- 4 ☐ Neither qualified hourly or salaried workers?

**D13. Using the MRDP verification system resulted in the resignation of:**

- 1 ☐ Many existing employees,
- 2 ☐ Some existing employees, or
- 3 ☐ No existing employees?

**D14. Using the MRDP verification system made our establishment:**

- 1 ☐ More competitive,
- 2 ☐ Less competitive, or
- 3 ☐ Had no effect on our competitiveness?

## E. Establishment Characteristics

**E1.** How would you characterize the financial health of this establishment during the past six months? Would you say:

- 1 ☐ Excellent – high profit growth,
- 2 ☐ Good – moderate profit growth,
- 3 ☐ Fair – no change in profits, or
- 4 ☐ Poor – decline in profits?

**E2.** During the past six months, has this establishment experienced:

- 1 ☐ Rapid growth,
- 2 ☐ Moderate growth,
- 3 ☐ No change, or
- 4 ☐ A reduction in growth?

## F. Comments

**F1.** Please use the space provided below (and continue on the back cover if needed) to record any additional comments or concerns related to the Machine Readable Document Pilot (MRDP).

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Thank you for taking the time to answer this survey.  
Your effort and the information you have provided  
are greatly appreciated.





Start Time: \_\_\_\_\_

## MRDP EMPLOYER ON-SITE INTERVIEW

### A. ESTABLISHMENT CHARACTERISTICS

[NOTE: Questions A1-A4 are not included in this version.]

**A5.** Is this establishment a personnel or temporary employee company that supplies workers for other firms?

**GO TO SECTION B** ← ☐

YES	1
NO	5
DON'T KNOW	8

**A6.** Which of the following best describes your establishment? Would you say:  
(CODE 'YES' OR 'NO' FOR EACH ITEM.)

	YES	NO
A. a temporary help agency? That is, an establishment that hires and then pays workers who work off-site under the supervision of another employer. That employer then pays you for your services.	1	5
B. an employment agency? That is, an establishment that tries to find workers to be hired by an employer who will, if the search is successful, pay you a fee for that service.	1	5
C. some other type of temporary help agency? <b>(IF NOTHING ELSE, CODE 'NO'. IF OTHER TYPE MENTIONED, CODE 'YES' AND SPECIFY.)</b>  _____ _____ _____	1	5

A7. Do you ask new hires to fill out an I-9 Form before you send them to work elsewhere?	YES	1
	NO	5

A8. What type of companies do you usually work with? That is, what do they make or do?  
(RECORD VERBATIM)

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A9. Would you please give me the company names of one or two of your most frequent clients? (RECORD VERBATIM)

1. 

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2. 

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3. 

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*[NOTE: Questions A10-A11 are not included in this version.]*



## B. EMPLOYEE CHARACTERISTICS

[NOTE: Questions B1-B5 are not included in this version.]

<b>B6.</b>	<p>Now I'd like to ask some questions about the employees at this establishment.</p> <p>Would you say that immigrant employees in this establishment are predominantly:</p>										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">unskilled laborers,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>semi-skilled operatives,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>service workers,</td> <td style="text-align: center;">3</td> </tr> <tr> <td>skilled workers and craftsmen, or</td> <td style="text-align: center;">4</td> </tr> <tr> <td>other? (<b>SPECIFY:</b>) _____ _____</td> <td style="text-align: center;">5</td> </tr> </table>	unskilled laborers,	1	semi-skilled operatives,	2	service workers,	3	skilled workers and craftsmen, or	4	other? ( <b>SPECIFY:</b> ) _____ _____	5
unskilled laborers,	1										
semi-skilled operatives,	2										
service workers,	3										
skilled workers and craftsmen, or	4										
other? ( <b>SPECIFY:</b> ) _____ _____	5										

<b>B7.</b>	<p>When your establishment first began using the MRDP, was the percentage of immigrants working here:</p>						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">lower than now,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>higher than now, or</td> <td style="text-align: center;">2</td> </tr> <tr> <td>the same as now?</td> <td style="text-align: center;">3</td> </tr> </table>	lower than now,	1	higher than now, or	2	the same as now?	3
lower than now,	1						
higher than now, or	2						
the same as now?	3						

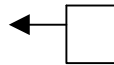
<b>B8.</b>	<p>In your opinion, which of the following factors have affected the extent to which you rely on immigrant workers? Do you think that:</p>																		
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 80%;"></th> <th style="width: 10%; text-align: center;">YES</th> <th style="width: 10%; text-align: center;">NO</th> </tr> <tr> <td>there are more immigrants in this area than there were previously?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> <tr> <td>immigrants are less likely to apply to this establishment because of the pilot program?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> <tr> <td>some of the managers in this establishment are hesitant to hire immigrants because of problems associated with the pilot program?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> <tr> <td>you've made changes that have made your jobs more attractive to non-immigrants?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Are there any other factors have had an effect? (<b>SPECIFY:</b>) _____ _____ _____</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> </table>		YES	NO	there are more immigrants in this area than there were previously?	1	5	immigrants are less likely to apply to this establishment because of the pilot program?	1	5	some of the managers in this establishment are hesitant to hire immigrants because of problems associated with the pilot program?	1	5	you've made changes that have made your jobs more attractive to non-immigrants?	1	5	Are there any other factors have had an effect? ( <b>SPECIFY:</b> ) _____ _____ _____	1	5
	YES	NO																	
there are more immigrants in this area than there were previously?	1	5																	
immigrants are less likely to apply to this establishment because of the pilot program?	1	5																	
some of the managers in this establishment are hesitant to hire immigrants because of problems associated with the pilot program?	1	5																	
you've made changes that have made your jobs more attractive to non-immigrants?	1	5																	
Are there any other factors have had an effect? ( <b>SPECIFY:</b> ) _____ _____ _____	1	5																	

**B9.**

Do you think that the MRDP program makes participating employers more or less willing to hire immigrants?

MORE WILLING	1
LESS WILLING	2
NEITHER	3
DON'T KNOW	8

**GO TO SECTION C**



**B10.**

Why does it make them (more / less) willing to hire immigrants? (RECORD VERBATIM)

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## C. HIRING PROCEDURES

Now I'd like to find out a little bit about this establishment. In order to understand how the MRDP pilot program has really been working, it would be helpful if we could get a general understanding of your procedures for hiring and processing new workers.

<b>C1.</b>	Which of the following items do you request from job applicants <u>before</u> making a job offer? Do you request: (CODE 'YES' OR 'NO' FOR EACH ITEM.)		
		YES	NO
	A. a resume or vita?	1	5
	B. a completed job application?	1	5
	C. references?	1	5
	D. skills tests?	1	5
	E. a medical form or tests?	1	5
	F. a completed I-9 Form?	1	5
	G. work authorization documents?	1	5
	H. What else do you request before making a job offer? <b>(IF NOTHING ELSE, CODE 'NO'.            IF ANY ADDITIONAL ITEMS MENTIONED, CODE 'YES' AND            SPECIFY.)</b>	1	5
	_____		
	_____		
	_____		



C2.	Which of the following procedures does this establishment use to process new employees <u>after</u> they are hired? Do you use: (CODE 'YES' OR 'NO' FOR EACH ITEM.)		
		YES	NO
	A. orientation sessions?	1	5
	B. a completed I-9 Form?	1	5
	C. completed forms other than I-9?	1	5
	D. verification of work authorization using the MRDP software?	1	5
	E. a physical exam?	1	5
	F. drug tests?	1	5
	G. What other procedures do you use to process new employees after they are hired? <b>(IF NOTHING ELSE, CODE 'NO'.  IF ANY OTHER PROCEDURES MENTIONED, CODE 'YES' AND SPECIFY.)</b> _____ _____ _____ _____	1	5

- C3. a. For which types of employees do you use the MRDP software, either with or without the Card Reader?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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- b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:)  
Do you use the MRDP program for [CATEGORY]?  
(CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. NEW EMPLOYEES WHO CLAIM TO BE NON-CITIZENS	1	1	5
B. NEW EMPLOYEES WHO CLAIM TO BE CITIZENS	2	1	5
C. JOB APPLICANTS	3	1	5
D. EMPLOYEES WHO WORKED AT THE ESTABLISHMENT PRIOR TO THE INSTITUTION OF THE MRDP	4	1	5
E. OTHER TYPES OF EMPLOYEES ( <b>SPECIFY:</b> )  _____	5	1	5

- C4. Is the MRDP system generally used to process a new employee:

after a job offer but before the employee's first day of paid work,	1
on the first day of paid work,	2
within the first three days of work,	3
more than three days after starting work, or	4
at some other time? ( <b>SPECIFY:</b> ) _____ _____ _____	5

[NOTE: Question C5 is not included in this version.]

### D. CHANGES SINCE THE MRDP STARTED

D1. Please tell me how long you personally have been involved with hiring at this establishment.

--	--

YEARS

AND

--	--

MONTHS

D2. And how long have you personally been working with the MRDP program at this establishment?

--	--

YEARS

AND

--	--

MONTHS

In answering the following questions about changes since beginning to use the MRDP, I would like you to compare the hiring procedures your establishment uses now with the procedures that were in existence before your establishment began using the MRDP program.

<p>D3. Have there been any modifications in the way this establishment <u>recruits or hires</u> employees <u>since</u> this establishment began using the MRDP program?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">YES</td> <td style="text-align: center; padding: 5px;">1</td> </tr> <tr> <td style="padding: 5px;">NO</td> <td style="text-align: center; padding: 5px;">5</td> </tr> <tr> <td style="padding: 5px;">DON'T KNOW</td> <td style="text-align: center; padding: 5px;">8</td> </tr> </table>	YES	1	NO	5	DON'T KNOW	8
YES	1						
NO	5						
DON'T KNOW	8						

**GO TO D5** ←

<p>D4. a. Did these modifications involve: (CODE 'YES' OR 'NO' IN COLUMN a FOR EACH ITEM.)</p> <p>b. (FOR EACH CATEGORY CODED 'YES' IN COLUMN a, ASK:) Did the change in [CATEGORY] apply to US citizens only, non-citizens, or both? (CODE RESPONSE IN COLUMN b)</p>					
	a.		b.		
	YES	NO	US CITIZEN	NON-US CITIZEN	BOTH
A. the way resumes are reviewed?	1	5	1	2	3
B. requirements for in-person interviews?	1	5	1	2	3
C. verification of work authorization?	1	5	1	2	3
D. the requirement of fewer or more documents to confirm work authorization?	1	5	1	2	3
E. What other modifications have there been? <b>(IF NO OTHERS, CODE 'NO'. IF ANY OTHERS, CODE 'YES')</b>	1	5	1	2	3
<p><b>(EXPLAIN <u>ALL</u> YES RESPONSES)</b></p> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>					



D5. In your opinion, has the MRDP verification system helped to reduce some of the work associated with collecting and reviewing the documents required for employment verification?

YES	1
NO	5
DON'T KNOW	8

**GO TO D7** ← ☐

D6. How has it helped reduce the work associated with collecting and reviewing documents?  
(RECORD VERBATIM)

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D7. Do you think the MRDP verification system has helped to reduce the employment of persons who are not legally authorized to work in the United States?

YES	1
NO	5
DON'T KNOW	8

**GO TO D9** ← ☐

D8. (Why do you think so? / Why not?) (RECORD VERBATIM)

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D9. Is the notice about the MRDP pilot placed in the reception area?		
<p style="text-align: center;"><b>GO TO SECTION E</b> ← <input type="checkbox"/></p>	YES	1
	NO	5
	DON'T KNOW	8

D10. Where in the reception area is the notice about the MRDP pilot placed?		
<p>[IF OBSERVED, ENTER IN COLUMN a. IF REPORTED, ENTER IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, ENTER IN COLUMN a <u>AND</u> IN COLUMN b.].</p>		
	a. OBSERVED	b. REPORTED
A. WHERE IT CAN BE EASILY NOTICED BY APPLICANTS (E.G., BY ITSELF ON A WALL NEXT TO THE RECEPTION DESK)	1	5
B. WHERE APPLICANTS MAY BE ABLE TO NOTICE IT (E.G., ON A BULLETIN BOARD NEXT TO THE RECEPTION DESK WITH THREE OR FOUR OTHER NOTICES)	2	6
C. WHERE IT IS UNLIKELY TO BE NOTICED BY APPLICANTS (E.G., FAR FROM THE RECEPTION DESK OR WITH A LARGE NUMBER OF OTHER NOTICES)	3	7
D. OTHER ( <i><b>SPECIFY</b></i> ) _____ _____	4	8
DON'T KNOW		98

## E. GENERAL EXPERIENCES WITH THE MRDP PROGRAM

<b>E1.</b>	<p><u>Before</u> you began using the MRDP system, how would you characterize the I-9 employment verification process? Would you say it was:</p>								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">very burdensome,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>moderately burdensome,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>somewhat burdensome, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all burdensome?</td> <td style="text-align: center;">4</td> </tr> </table>	very burdensome,	1	moderately burdensome,	2	somewhat burdensome, or	3	not at all burdensome?	4
very burdensome,	1								
moderately burdensome,	2								
somewhat burdensome, or	3								
not at all burdensome?	4								

<b>E2.</b>	<p><u>Currently</u>, how would you characterize the I-9 employment verification process <u>using the MRDP Card Reader</u>? Would you say it is:</p>										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">very burdensome,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>moderately burdensome,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>somewhat burdensome, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all burdensome?</td> <td style="text-align: center;">4</td> </tr> <tr> <td>DO NOT USE CARD READER</td> <td style="text-align: center;">5</td> </tr> </table>	very burdensome,	1	moderately burdensome,	2	somewhat burdensome, or	3	not at all burdensome?	4	DO NOT USE CARD READER	5
very burdensome,	1										
moderately burdensome,	2										
somewhat burdensome, or	3										
not at all burdensome?	4										
DO NOT USE CARD READER	5										

<b>E3.</b>	<p><u>Currently</u>, how would you characterize the I-9 employment verification process using the MRDP software <u>without the Card Reader</u>? Would you say it is:</p>										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">very burdensome,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>moderately burdensome,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>somewhat burdensome, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all burdensome?</td> <td style="text-align: center;">4</td> </tr> <tr> <td>ALWAYS USE CARD READER</td> <td style="text-align: center;">5</td> </tr> </table>	very burdensome,	1	moderately burdensome,	2	somewhat burdensome, or	3	not at all burdensome?	4	ALWAYS USE CARD READER	5
very burdensome,	1										
moderately burdensome,	2										
somewhat burdensome, or	3										
not at all burdensome?	4										
ALWAYS USE CARD READER	5										

<b>E4.</b>	<p>Thinking of the effect the MRDP program has had at your establishment, would you say your confidence that new hires are work authorized has increased:</p>								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">quite a lot,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>somewhat,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>only a little, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all?</td> <td style="text-align: center;">4</td> </tr> </table>	quite a lot,	1	somewhat,	2	only a little, or	3	not at all?	4
quite a lot,	1								
somewhat,	2								
only a little, or	3								
not at all?	4								

E5. Did this establishment encounter any difficulties during the process of <u>setting up</u> the MRDP software or Card Reader?		
<p style="text-align: center;"><b>GO TO E7</b> ← <input type="checkbox"/></p>	YES	1
	NO	5
	DON'T KNOW	8

E6. What were the difficulties during the process of <u>setting up</u> the MRDP software or Card Reader? (RECORD VERBATIM; THEN CIRCLE ALL THAT APPLY)		
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
	A. PROBLEM WITH OUR MODEM	1
	B. PROBLEM WITH THE TYPE OF COMPUTER SYSTEM WE USE	2
	C. PROBLEM WITH THE PHONE LINE	3
	D. PROBLEM WITH THE CARD-READING MACHINE	4
	E. OTHER TECHNICAL PROBLEMS WITH SOFTWARE, HARDWARE, ETC.	5
	F. PROCEDURAL PROBLEMS [RELUCTANCE TO USE BECAUSE OF NEED TO HOLD DRIVER'S LICENSE OR ID CARD, ETC.]	6
	G. STAFF PROBLEMS [WHO WILL DO THE VERIFICATIONS, TRAINING NEW STAFF TO DO VERIFICATIONS, TIME, ETC.]	7
	H. EMPLOYEE ISSUES [RELUCTANCE TO PROVIDE DRIVER'S LICENSE, ETC.]	8
	I. OTHER	9



E7. Did this establishment encounter any difficulties with the MRDP software or Card Reader after the program was set up?

GO TO E9 ←

YES	1
NO	5
DON'T KNOW	8

E8. a What were the difficulties encountered with the MRDP software or Card Reader after the program was set up?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:)

What about [CATEGORY]; was that a problem?

(CODE PROBED 'YES' OR 'NO' IN COLUMN b)

c. (FOR EACH CATEGORY CIRCLED IN COLUMN a OR CODED 'YES' IN

COLUMN b, ASK:) Is [CATEGORY] an ongoing problem or has it been solved?

(CODE 'ONGOING' OR 'SOLVED' IN COLUMN c)

	a.	b. PROBED		c.	
	GIVEN	YES	NO	ON-GOING	SOLVED
A. PROBLEM ACCESSING THE SYSTEM (I.E., HARD TO GET THROUGH)	1	1	5	1	2
B. SYSTEM UNAVAILABLE FOR USE DURING WEEKENDS OR NIGHTS	2	1	5	1	2
C. OTHER TECHNICAL PROBLEMS	3	1	5	1	2
D. PROCEDURAL PROBLEMS [RELUCTANCE TO USE BECAUSE OF NEED TO HOLD DRIVER'S LICENSE OR ID CARD, ETC.]	4	1	5	1	2
E. STAFF PROBLEMS [TRAINING NEW STAFF TO DO VERIFICATIONS, ETC.]	5	1	5	1	2
F. OTHER DIFFICULTIES WITH THE MRDP SOFTWARE AFTER IT WAS SET UP	6	1	5	1	2
G. OTHER DIFFICULTIES WITH THE MRDP CARD READER AFTER IT WAS SET UP	7	1	5	1	2

<p>E9. In your opinion, what are some of the <u>benefits</u> of the MRDP verification system?  Would you say: (CODE 'YES' OR 'NO' FOR EACH ITEM.)</p>		
	YES	NO
A. it increases confidence in the establishment's ability to detect persons who are not eligible to work?	1	5
B. it makes the establishment feel comfortable that it is in compliance with the law?	1	5
C. it decreases the likelihood of an INS audit?	1	5
D. it decreases the likelihood of employment sanctions?	1	5
E. it gives employees an opportunity to correct their INS or SSA records?	1	5
F. By using the Card Reader to enter information, data entry errors are reduced?	1	5
G. the Card Reader calls SSA automatically to initiate verification?	1	5
H. What other benefits of the MRDP system are there? <b>(IF NO OTHERS, CODE 'NO'.  IF ANY OTHERS, CODE 'YES')</b>	1	5
<p><b>(EXPLAIN <u>ALL</u> YES RESPONSES)</b></p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		

E10. a. In your opinion, what are the main disadvantages or shortcomings of the MRDP verification system? (RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:) What about [CATEGORY]; is that a main disadvantage or shortcoming of the MRDP? (CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. HARDER TO FIND WORKERS	1	1	5
B. LOST WORK TIME WHEN EMPLOYEES NEED TO GO THROUGH THE MRDP PROCEDURES	2	1	5
C. TIME-CONSUMING TO CALL SSA SEPARATELY FOR EACH ENTRY USING THE CARD READER	3	1	5
D. STILL REQUIRES ADDITIONAL MANUAL DATA ENTRY FOR MOST NON-CITIZEN EMPLOYEES	4	1	5
E. INCREASED BURDEN TO PROCESS NEW HIRES	5	1	5
F. LOST TRAINING INVESTMENT OR WORK TIME WHEN NON-VERIFIED EMPLOYEES LEAVE	6	1	5
G. INCREASED DISCRIMINATION	7	1	5
H. POTENTIAL VIOLATION OF PRIVACY RIGHTS OF EMPLOYEES	8	1	5
I. OTHER	9	1	5

<p>E11. On balance, do you think the <u>benefits</u> or the <u>disadvantages</u> of the MRDP verification system are stronger, or do you think they are equal?</p> <p style="text-align: right;"><b>GO TO E13</b> ←</p>	BENEFITS STRONGER	1
	DISADVANTAGES STRONGER	2
	EQUAL BENEFITS AND DISADVANTAGES	3
	DON'T KNOW	8

E12. Why do you feel this way? (RECORD VERBATIM)

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<p>E13. Have you used the MRDP Card Reader?</p> <p style="text-align: right;"><b>GO TO E15</b> ←</p>	YES	1
	NO	5
	DON'T KNOW	8

E14. Please describe the process of using the Card Reader. For example, how many verifications can be entered at one time, is there a delay in getting a response, does the Card Reader seem to be working correctly, and so on.

(RECORD VERBATIM)

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**(INTERVIEWER: GO TO SECTION F)**



**E15.**

Please describe why you have not used the Card Reader. (RECORD VERBATIM)

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#### **F. COMMENTS REGARDING MRDP**

**F1.**

What haven't we asked about the MRDP program and employment verification that we should know about in order to better evaluate the program? (RECORD VERBATIM)

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## G. SECURITY ISSUES REGARDING I-9 ENTRY

Now I have some questions about security regarding the MRDP program entry of I-9 Forms at this establishment.

			a. OBSERVED	b. REPORTED
G1	Is the computer that is used for verification located in a locked room (that is, is a key or card needed to enter the room)?  [IF OBSERVED, CIRCLE ONE CODE IN COLUMN a. IF REPORTED, CIRCLE ONE CODE IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, CIRCLE ONE CODE IN COLUMN a <u>AND</u> ONE CODE IN COLUMN b.]	YES, LOCKED	1	2
		NO, NOT LOCKED	5	6

**(IF COMPUTER IS IN A LOCKED ROOM [G1 = 1 OR 2] ASK G2. OTHERWISE, GO TO G3.)**

			a. OBSERVED	b. REPORTED
G2	Is that room usually kept locked when it is not occupied?  [IF OBSERVED, CIRCLE ONE CODE IN COLUMN a. IF REPORTED, CIRCLE ONE CODE IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, CIRCLE ONE CODE IN COLUMN a <u>AND</u> ONE CODE IN COLUMN b.]	YES, USUALLY LOCKED	1	2
		NO, NOT USUALLY LOCKED	5	6

		a. NUMBER OBSERVED	b. NUMBER REPORTED	
G3	How many people usually work in that room?  [IF OBSERVED, ENTER IN COLUMN a. IF REPORTED, ENTER IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, ENTER IN COLUMN a <u>AND</u> IN COLUMN b.].			
			DON'T KNOW	998

G4.	How easy would it be for an unauthorized person to gain access to the MRDP computer or program? (RECORD VERBATIM)
<hr/> <hr/> <hr/>	

G5. Where are the instructions for using the MRDP system located?

[IF OBSERVED, CIRCLE ONE CODE IN COLUMN a.

IF REPORTED, CIRCLE ONE CODE IN COLUMN b.

IF OBSERVED AND REPORTED, CIRCLE ONE CODE IN COLUMN a AND ONE CODE IN COLUMN b.]

	a. OBSERVED	b. REPORTED
A. IN A LOCKED DRAWER OR OTHER SECURE LOCATION	1	6
B. OUT OF SIGHT, BUT <u>NOT</u> IN A SECURE PLACE (E.G., IN AN UNLOCKED DRAWER)	2	7
C. IN PLAIN SIGHT, BUT <u>NOT</u> NEXT TO MACHINE (E.G., IN BOOK CASE)	3	8
D. IN PLAIN SIGHT, NEXT TO THE MACHINE	4	9
E. OTHER ( <b>SPECIFY:</b> ) _____ _____	5	10
DON'T KNOW		98

G6. Where is the password for using the MRDP system located?

[IF OBSERVED, CIRCLE ONE CODE IN COLUMN a.

IF REPORTED, CIRCLE ONE CODE IN COLUMN b.

IF OBSERVED AND REPORTED, CIRCLE ONE CODE IN COLUMN a AND ONE CODE IN COLUMN b.]

	a. OBSERVED	b. REPORTED
A. IN A LOCKED DRAWER OR OTHER SECURE LOCATION	1	7
B. OUT OF SIGHT, BUT <u>NOT</u> IN A SECURE PLACE (E.G., IN AN UNLOCKED DRAWER)	2	8
C. IN PLAIN SIGHT, BUT <u>NOT</u> NEXT TO MACHINE (E.G., IN BOOK CASE)	3	9
D. IN PLAIN SIGHT, NEXT TO THE MACHINE	4	10
E. OUT OF SIGHT – USER HAS PASSWORD MEMORIZED	5	11
F. OTHER ( <b>SPECIFY:</b> ) _____ _____	6	12
DON'T KNOW		98

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

End Time: \_\_\_\_\_

Page 21 of 21





## MRDP EMPLOYER ON-SITE INTERVIEW – NON-STUDY SITES

### A. ESTABLISHMENT CHARACTERISTICS

A1.

In what month and year did this establishment begin operations at this location?

MONTH

YEAR

A2.

What kind of work is done at this establishment; i.e., what kind of product(s) are made here or what kind of services are performed?

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<b>A3.</b>	Is this establishment part of a company that has locations outside the U.S.?							
<b>GO TO QUESTION A5</b> ← <input style="width: 30px; height: 20px;" type="checkbox"/>								
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">YES</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>NO</td> <td style="text-align: center;">5</td> </tr> <tr> <td>DON'T KNOW</td> <td style="text-align: center;">8</td> </tr> </table>	YES	1	NO	5	DON'T KNOW	8
YES	1							
NO	5							
DON'T KNOW	8							

<b>A4.</b>	In which country is the headquarters located?:					
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">UNITED STATES</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>OTHER (<i><b>SPECIFY:</b></i>) _____ _____</td> <td style="text-align: center;">6</td> </tr> </table>	UNITED STATES	1	OTHER ( <i><b>SPECIFY:</b></i> ) _____ _____	6
UNITED STATES	1					
OTHER ( <i><b>SPECIFY:</b></i> ) _____ _____	6					

<b>A5.</b>	Is this establishment a personnel or temporary employee company that supplies workers for other firms?							
<b>GO TO A10</b> ← <input style="width: 30px; height: 20px;" type="checkbox"/>								
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">YES</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>NO</td> <td style="text-align: center;">5</td> </tr> <tr> <td>DON'T KNOW</td> <td style="text-align: center;">8</td> </tr> </table>	YES	1	NO	5	DON'T KNOW	8
YES	1							
NO	5							
DON'T KNOW	8							

<b>A6.</b>	Which of the following best describes your establishment? Would you say: (CODE 'YES' OR 'NO' FOR EACH ITEM.)													
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 80%;"></th> <th style="width: 10%; text-align: center;">YES</th> <th style="width: 10%; text-align: center;">NO</th> </tr> <tr> <td>A. a temporary help agency? That is, an establishment that hires and then pays workers who work off-site under the supervision of another employer. That employer then pays you for your services.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> <tr> <td>B. an employment agency? That is, an establishment that tries to find workers to be hired by an employer who will, if the search is successful, pay you a fee for that service.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> <tr> <td>C. some other type of temporary help agency? <i><b>(IF NOTHING ELSE, CODE 'NO'. IF OTHER TYPE MENTIONED, CODE 'YES' AND SPECIFY.)</b></i> _____ _____ _____</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> </tr> </table>		YES	NO	A. a temporary help agency? That is, an establishment that hires and then pays workers who work off-site under the supervision of another employer. That employer then pays you for your services.	1	5	B. an employment agency? That is, an establishment that tries to find workers to be hired by an employer who will, if the search is successful, pay you a fee for that service.	1	5	C. some other type of temporary help agency? <i><b>(IF NOTHING ELSE, CODE 'NO'. IF OTHER TYPE MENTIONED, CODE 'YES' AND SPECIFY.)</b></i> _____ _____ _____	1	5
	YES	NO												
A. a temporary help agency? That is, an establishment that hires and then pays workers who work off-site under the supervision of another employer. That employer then pays you for your services.	1	5												
B. an employment agency? That is, an establishment that tries to find workers to be hired by an employer who will, if the search is successful, pay you a fee for that service.	1	5												
C. some other type of temporary help agency? <i><b>(IF NOTHING ELSE, CODE 'NO'. IF OTHER TYPE MENTIONED, CODE 'YES' AND SPECIFY.)</b></i> _____ _____ _____	1	5												

A7. Do you ask new hires to fill out an I-9 Form before you send them to work elsewhere?

YES	1
NO	5

A8. What type of companies do you usually work with? That is, what do they make or do?  
(RECORD VERBATIM)

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A9. Would you please give me the company names of one or two of your most frequent clients? (RECORD VERBATIM)

1. 

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2. 

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3. 

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<b>A10.</b> How would you characterize the <u>financial health</u> of this establishment during the <u>past six months</u> ? Would you say:	Excellent, or high profit growth,	1
	Good, or moderate profit growth,	2
	Fair, or no change in profits, or	3
	Poor, or a decline in profits?	4

<b>A11.</b> During the <u>past six months</u> , has this establishment experienced:	Rapid growth,	1
	Moderate growth,	2
	No change, or	3
	A reduction in growth?	4



## B. EMPLOYEE CHARACTERISTICS

**B1.** Now I'd like to ask some questions about the employees at this establishment.

Please estimate the number of current employees of this establishment in each of the following categories.

Do not count employees of contract or temporary service agencies who work at your site; do count any of this establishment's employees who work under contract at another site.

- |                         |          |
|-------------------------|----------|
| a. Full time permanent  | □□, □□□  |
| b. Part time permanent  | □□, □□□  |
| c. On a temporary basis | □□, □□□  |
|                         |          |
| d. TOTAL                | □□□, □□□ |

**B2.** What are the peak months for hiring employees at this establishment?

*[CIRCLE ALL THAT APPLY]*

JANUARY	1	FEBRUARY	2	MARCH	3
APRIL	4	MAY	5	JUNE	6
JULY	7	AUGUST	8	SEPTEMBER	9
OCTOBER	10	NOVEMBER	11	DECEMBER	12
CONTINUAL HIRING THROUGHOUT THE YEAR				13	

**B3.** During the past six months, approximately how many people were hired at this establishment?

# PEOPLE HIRED IN PAST 6 MONTHS    □□□, □□□

B4.	Please estimate the percent of current employees of this establishment who are:		% OF ALL EMPLOYEES
		a. Hispanic or Latino (any race)?	_____ %
		b. Non-Hispanic African American?	_____ %
		c. Non-Hispanic white?	_____ %
		d. Asian?	_____ %
		e. Any other race?	_____ %

B5.	Approximately what percent of current <u>hourly</u> employees of this establishment are:	% OF HOURLY EMPLOYEES
		immigrants, that is, they were born outside of the U.S.? _____ %

B6.	Now I'd like to ask some questions about the employees at this establishment.	
	Would you say that immigrant employees in this establishment are predominantly:	
	unskilled laborers,	1
	semi-skilled operatives,	2
	service workers,	3
	skilled workers and craftsmen, or	4
other? ( <b>SPECIFY:</b> ) _____ _____	5	

B7.	When your establishment first began using the MRDP, was the percentage of immigrants working here:	
	lower than now,	1
	higher than now, or	2
	the same as now?	3

<b>B8.</b> In your opinion, which of the following factors have affected the extent to which you rely on immigrant workers? Do you think that:		YES	NO
	there are more immigrants in this area than there were previously?	1	5
	immigrants are less likely to apply to this establishment because of the pilot program?	1	5
	some of the managers in this establishment are hesitant to hire immigrants because of problems associated with the pilot program?	1	5
	you've made changes that have made your jobs more attractive to non-immigrants?	1	5
	Are there any other factors have had an effect? <b>(SPECIFY:)</b> _____ _____	1	5

<b>B9.</b> Do you think that the MRDP program makes participating employers more or less willing to hire immigrants?		MORE WILLING	1
		LESS WILLING	2
		NEITHER	3
		DON'T KNOW	8
	<b>GO TO SECTION C</b> ← <input type="checkbox"/>		

<b>B10.</b> Why does it make them (more / less) willing to hire immigrants? (RECORD VERBATIM)
_____
_____
_____
_____
_____

## C. HIRING PROCEDURES

Now I'd like to find out a little bit about this establishment. In order to understand how the MRDP pilot program has really been working, it would be helpful if we could get a general understanding of your procedures for hiring and processing new workers.

<b>C1.</b>	Which of the following items do you request from job applicants <u>before</u> making a job offer? Do you request: (CODE 'YES' OR 'NO' FOR EACH ITEM.)		
		YES	NO
	A. a resume or vita?	1	5
	B. a completed job application?	1	5
	C. references?	1	5
	D. skills tests?	1	5
	E. a medical form or tests?	1	5
	F. a completed I-9 Form?	1	5
	G. work authorization documents?	1	5
	H. What else do you request before making a job offer? <b>(IF NOTHING ELSE, CODE 'NO'.            IF ANY ADDITIONAL ITEMS MENTIONED, CODE 'YES' AND            SPECIFY.)</b> _____ _____ _____	1	5

C2.	Which of the following procedures does this establishment use to process new employees <u>after</u> they are hired? Do you use: (CODE 'YES' OR 'NO' FOR EACH ITEM.)		
		YES	NO
	A. orientation sessions?	1	5
	B. a completed I-9 Form?	1	5
	C. completed forms other than I-9?	1	5
	D. verification of work authorization using the MRDP software?	1	5
	E. a physical exam?	1	5
	F. drug tests?	1	5
	G. What other procedures do you use to process new employees after they are hired? <b>(IF NOTHING ELSE, CODE 'NO'.  IF ANY OTHER PROCEDURES MENTIONED, CODE 'YES' AND SPECIFY.)</b> _____ _____ _____ _____	1	5



- C3. a. For which types of employees do you use the MRDP software, either with or without the Card Reader?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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- b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:)  
Do you use the MRDP program for [CATEGORY]?  
(CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. NEW EMPLOYEES WHO CLAIM TO BE NON-CITIZENS	1	1	5
B. NEW EMPLOYEES WHO CLAIM TO BE CITIZENS	2	1	5
C. JOB APPLICANTS	3	1	5
D. EMPLOYEES WHO WORKED AT THE ESTABLISHMENT PRIOR TO THE INSTITUTION OF THE MRDP	4	1	5
E. OTHER TYPES OF EMPLOYEES ( <b>SPECIFY:</b> )  _____	5	1	5

- C4. Is the MRDP system generally used to process a new employee:

after a job offer but before the employee's first day of paid work,	1
on the first day of paid work,	2
within the first three days of work,	3
more than three days after starting work, or	4
at some other time? ( <b>SPECIFY:</b> ) _____ _____ _____	5

**C5.**

Please provide your best estimate of the percentage of employees verified by this establishment during the past six months who:

% OF  
EMPLOYEES IN  
PAST 6 MONTHS

- a. presented counterfeit documents  
(documents that were altered or  
forged).
- b. presented 'real' documents that  
belong to another person.

\_\_\_\_\_ %

\_\_\_\_\_ %

#### **D. CHANGES SINCE THE MRDP STARTED**

D1. Please tell me how long you personally have been involved with hiring at this establishment.

--	--

AND

--	--

YEARS

MONTHS

D2. And how long have you personally been working with the MRDP program at this establishment?

--	--

AND

--	--

YEARS

MONTHS

In answering the following questions about changes since beginning to use the MRDP, I would like you to compare the hiring procedures your establishment uses now with the procedures that were in existence before your establishment began using the MRDP program.

<p>D3. Have there been any modifications in the way this establishment <u>recruits or hires</u> employees <u>since</u> this establishment began using the MRDP program?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">YES</td> <td style="text-align: center; padding: 5px;">1</td> </tr> <tr> <td style="padding: 5px;">NO</td> <td style="text-align: center; padding: 5px;">5</td> </tr> <tr> <td style="padding: 5px;">DON'T KNOW</td> <td style="text-align: center; padding: 5px;">8</td> </tr> </table>	YES	1	NO	5	DON'T KNOW	8
YES	1						
NO	5						
DON'T KNOW	8						

**GO TO D5** ←

<p>D4. a. Did these modifications involve: (CODE 'YES' OR 'NO' IN COLUMN a FOR EACH ITEM.)</p> <p>b. (FOR EACH CATEGORY CODED 'YES' IN COLUMN a, ASK:) Did the change in [CATEGORY] apply to US citizens only, non-citizens, or both? (CODE RESPONSE IN COLUMN b)</p>					
	a.		b.		
	YES	NO	US CITIZEN	NON-US CITIZEN	BOTH
A. the way resumes are reviewed?	1	5	1	2	3
B. requirements for in-person interviews?	1	5	1	2	3
C. verification of work authorization?	1	5	1	2	3
D. the requirement of fewer or more documents to confirm work authorization?	1	5	1	2	3
E. What other modifications have there been? <b>(IF NO OTHERS, CODE 'NO'. IF ANY OTHERS, CODE 'YES')</b>	1	5	1	2	3
<p><b>(EXPLAIN <u>ALL</u> YES RESPONSES)</b></p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/>					

D5. In your opinion, has the MRDP verification system helped to reduce some of the work associated with collecting and reviewing the documents required for employment verification?

YES	1
NO	5
DON'T KNOW	8

**GO TO D7** ← ☐

D6. How has it helped reduce the work associated with collecting and reviewing documents?  
(RECORD VERBATIM)

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D7. Do you think the MRDP verification system has helped to reduce the employment of persons who are not legally authorized to work in the United States?

YES	1
NO	5
DON'T KNOW	8

**GO TO D9** ← ☐

D8. (Why do you think so? / Why not?) (RECORD VERBATIM)

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D9. Is the notice about the MRDP pilot placed in the reception area?		
<p style="text-align: center;"><b>GO TO SECTION E</b> ← <input type="checkbox"/></p>	YES	1
	NO	5
	DON'T KNOW	8

D10. Where in the reception area is the notice about the MRDP pilot placed?		
<p>[IF OBSERVED, ENTER IN COLUMN a.  IF REPORTED, ENTER IN COLUMN b.  IF OBSERVED <u>AND</u> REPORTED, ENTER IN COLUMN a <u>AND</u> IN COLUMN b.].</p>		
	a. OBSERVED	b. REPORTED
A. WHERE IT CAN BE EASILY NOTICED BY APPLICANTS (E.G., BY ITSELF ON A WALL NEXT TO THE RECEPTION DESK)	1	5
B. WHERE APPLICANTS MAY BE ABLE TO NOTICE IT (E.G., ON A BULLETIN BOARD NEXT TO THE RECEPTION DESK WITH THREE OR FOUR OTHER NOTICES)	2	6
C. WHERE IT IS UNLIKELY TO BE NOTICED BY APPLICANTS (E.G., FAR FROM THE RECEPTION DESK OR WITH A LARGE NUMBER OF OTHER NOTICES)	3	7
D. OTHER ( <b><i>SPECIFY</i></b> ) _____ _____	4	8
DON'T KNOW		98



## E. GENERAL EXPERIENCES WITH THE MRDP PROGRAM

<b>E1.</b>	<p><u>Before</u> you began using the MRDP system, how would you characterize the I-9 employment verification process? Would you say it was:</p>								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">very burdensome,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>moderately burdensome,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>somewhat burdensome, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all burdensome?</td> <td style="text-align: center;">4</td> </tr> </table>	very burdensome,	1	moderately burdensome,	2	somewhat burdensome, or	3	not at all burdensome?	4
very burdensome,	1								
moderately burdensome,	2								
somewhat burdensome, or	3								
not at all burdensome?	4								

<b>E2.</b>	<p><u>Currently</u>, how would you characterize the I-9 employment verification process <u>using the MRDP Card Reader</u>? Would you say it is:</p>										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">very burdensome,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>moderately burdensome,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>somewhat burdensome, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all burdensome?</td> <td style="text-align: center;">4</td> </tr> <tr> <td>DO NOT USE CARD READER</td> <td style="text-align: center;">5</td> </tr> </table>	very burdensome,	1	moderately burdensome,	2	somewhat burdensome, or	3	not at all burdensome?	4	DO NOT USE CARD READER	5
very burdensome,	1										
moderately burdensome,	2										
somewhat burdensome, or	3										
not at all burdensome?	4										
DO NOT USE CARD READER	5										

<b>E3.</b>	<p><u>Currently</u>, how would you characterize the I-9 employment verification process using the MRDP software <u>without the Card Reader</u>? Would you say it is:</p>										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">very burdensome,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>moderately burdensome,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>somewhat burdensome, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all burdensome?</td> <td style="text-align: center;">4</td> </tr> <tr> <td>ALWAYS USE CARD READER</td> <td style="text-align: center;">5</td> </tr> </table>	very burdensome,	1	moderately burdensome,	2	somewhat burdensome, or	3	not at all burdensome?	4	ALWAYS USE CARD READER	5
very burdensome,	1										
moderately burdensome,	2										
somewhat burdensome, or	3										
not at all burdensome?	4										
ALWAYS USE CARD READER	5										

<b>E4.</b>	<p>Thinking of the effect the MRDP program has had at your establishment, would you say your confidence that new hires are work authorized has increased:</p>								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 90%;">quite a lot,</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td>somewhat,</td> <td style="text-align: center;">2</td> </tr> <tr> <td>only a little, or</td> <td style="text-align: center;">3</td> </tr> <tr> <td>not at all?</td> <td style="text-align: center;">4</td> </tr> </table>	quite a lot,	1	somewhat,	2	only a little, or	3	not at all?	4
quite a lot,	1								
somewhat,	2								
only a little, or	3								
not at all?	4								

E5. Did this establishment encounter any difficulties during the process of <u>setting up</u> the MRDP software or Card Reader?		
<p style="text-align: center;"><b>GO TO E7</b> ← <input type="checkbox"/></p>	YES	1
	NO	5
	DON'T KNOW	8

E6. What were the difficulties during the process of <u>setting up</u> the MRDP software or Card Reader? (RECORD VERBATIM; THEN CIRCLE ALL THAT APPLY)																			
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>																			
	<table border="1"> <tr> <td>A. PROBLEM WITH OUR MODEM</td> <td>1</td> </tr> <tr> <td>B. PROBLEM WITH THE TYPE OF COMPUTER SYSTEM WE USE</td> <td>2</td> </tr> <tr> <td>C. PROBLEM WITH THE PHONE LINE</td> <td>3</td> </tr> <tr> <td>D. PROBLEM WITH THE CARD-READING MACHINE</td> <td>4</td> </tr> <tr> <td>E. OTHER TECHNICAL PROBLEMS WITH SOFTWARE, HARDWARE, ETC.</td> <td>5</td> </tr> <tr> <td>F. PROCEDURAL PROBLEMS [RELUCTANCE TO USE BECAUSE OF NEED TO HOLD DRIVER'S LICENSE OR ID CARD, ETC.]</td> <td>6</td> </tr> <tr> <td>G. STAFF PROBLEMS [WHO WILL DO THE VERIFICATIONS, TRAINING NEW STAFF TO DO VERIFICATIONS, TIME, ETC.]</td> <td>7</td> </tr> <tr> <td>H. EMPLOYEE ISSUES [RELUCTANCE TO PROVIDE DRIVER'S LICENSE, ETC.]</td> <td>8</td> </tr> <tr> <td>I. OTHER</td> <td>9</td> </tr> </table>	A. PROBLEM WITH OUR MODEM	1	B. PROBLEM WITH THE TYPE OF COMPUTER SYSTEM WE USE	2	C. PROBLEM WITH THE PHONE LINE	3	D. PROBLEM WITH THE CARD-READING MACHINE	4	E. OTHER TECHNICAL PROBLEMS WITH SOFTWARE, HARDWARE, ETC.	5	F. PROCEDURAL PROBLEMS [RELUCTANCE TO USE BECAUSE OF NEED TO HOLD DRIVER'S LICENSE OR ID CARD, ETC.]	6	G. STAFF PROBLEMS [WHO WILL DO THE VERIFICATIONS, TRAINING NEW STAFF TO DO VERIFICATIONS, TIME, ETC.]	7	H. EMPLOYEE ISSUES [RELUCTANCE TO PROVIDE DRIVER'S LICENSE, ETC.]	8	I. OTHER	9
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I. OTHER	9																		

E7. Did this establishment encounter any difficulties with the MRDP software or Card Reader after the program was set up?

GO TO E9 ←

YES	1
NO	5
DON'T KNOW	8

E8. a What were the difficulties encountered with the MRDP software or Card Reader after the program was set up?  
(RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:)

What about [CATEGORY]; was that a problem?

(CODE PROBED 'YES' OR 'NO' IN COLUMN b)

c. (FOR EACH CATEGORY CIRCLED IN COLUMN a OR CODED 'YES' IN

COLUMN b, ASK:) Is [CATEGORY] an ongoing problem or has it been solved?

(CODE 'ONGOING' OR 'SOLVED' IN COLUMN c)

	a.	b. PROBED		c.	
	GIVEN	YES	NO	ON-GOING	SOLVED
A. PROBLEM ACCESSING THE SYSTEM (I.E., HARD TO GET THROUGH)	1	1	5	1	2
B. SYSTEM UNAVAILABLE FOR USE DURING WEEKENDS OR NIGHTS	2	1	5	1	2
C. OTHER TECHNICAL PROBLEMS	3	1	5	1	2
D. PROCEDURAL PROBLEMS [RELUCTANCE TO USE BECAUSE OF NEED TO HOLD DRIVER'S LICENSE OR ID CARD, ETC.]	4	1	5	1	2
E. STAFF PROBLEMS [TRAINING NEW STAFF TO DO VERIFICATIONS, ETC.]	5	1	5	1	2
F. OTHER DIFFICULTIES WITH THE MRDP SOFTWARE AFTER IT WAS SET UP	6	1	5	1	2
G. OTHER DIFFICULTIES WITH THE MRDP CARD READER AFTER IT WAS SET UP	7	1	5	1	2

E9. In your opinion, what are some of the <u>benefits</u> of the MRDP verification system? Would you say: (CODE 'YES' OR 'NO' FOR EACH ITEM.)		
	YES	NO
A. it increases confidence in the establishment's ability to detect persons who are not eligible to work?	1	5
B. it makes the establishment feel comfortable that it is in compliance with the law?	1	5
C. it decreases the likelihood of an INS audit?	1	5
D. it decreases the likelihood of employment sanctions?	1	5
E. it gives employees an opportunity to correct their INS or SSA records?	1	5
F. By using the Card Reader to enter information, data entry errors are reduced?	1	5
G. What other benefits of the MRDP system are there? <b>(IF NO OTHERS, CODE 'NO'. IF ANY OTHERS, CODE 'YES')</b>	1	5
<b>(EXPLAIN <u>ALL</u> YES RESPONSES)</b> _____ _____ _____ _____ _____ _____ _____		

E10. a. In your opinion, what are the main disadvantages or shortcomings of the MRDP verification system? (RECORD VERBATIM; CIRCLE ALL THAT APPLY IN COLUMN a)

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b. (FOR EACH CATEGORY NOT CIRCLED IN COLUMN a, ASK:) What about [CATEGORY]; is that a main disadvantage or shortcoming of the MRDP? (CODE 'YES' OR 'NO' IN COLUMN b)

	a.	b. PROBED	
	GIVEN	YES	NO
A. HARDER TO FIND WORKERS	1	1	5
B. LOST WORK TIME WHEN EMPLOYEES NEED TO GO THROUGH THE MRDP PROCEDURES	2	1	5
C. THERE IS NO AUTOMATIC ELECTRONIC VERIFICATION USING THE CARD READER	3	1	5
D. WHEN USING THE CARD READER STILL REQUIRES ADDITIONAL MANUAL DATA ENTRY FOR ALL EMPLOYEES	4	1	5
E. INCREASED BURDEN TO PROCESS NEW HIRES	5	1	5
F. LOST TRAINING INVESTMENT OR WORK TIME WHEN NON-VERIFIED EMPLOYEES LEAVE	6	1	5
G. INCREASED DISCRIMINATION	7	1	5
H. POTENTIAL VIOLATION OF PRIVACY RIGHTS OF EMPLOYEES	8	1	5
I. OTHER	9	1	5

E11. On balance, do you think the <u>benefits</u> or the <u>disadvantages</u> of the MRDP verification system are stronger, or do you think they are equal?		
	BENEFITS STRONGER	1
	DISADVANTAGES STRONGER	2
	EQUAL BENEFITS AND DISADVANTAGES	3
<b>GO TO E13</b> ←	DON'T KNOW	8

E12. Why do you feel this way? (RECORD VERBATIM)
_____
_____
_____
_____
_____
_____

E13. Have you used the MRDP Card Reader?		
<b>GO TO E15</b> ←	YES	1
	NO	5
	DON'T KNOW	8

E14. Please describe the process of using the Card Reader. For example, how many verifications can be entered at one time, is there a delay in getting a response, does the Card Reader seem to be working correctly, and so on. (RECORD VERBATIM)
_____
_____
_____
_____
_____
_____
_____
_____

**(INTERVIEWER: GO TO SECTION F)**



**E15.**

Please describe why you have not used the Card Reader. (RECORD VERBATIM)

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## **F. COMMENTS REGARDING MRDP**

**F1.**

What haven't we asked about the MRDP program and employment verification that we should know about in order to better evaluate the program? (RECORD VERBATIM)

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## G. SECURITY ISSUES REGARDING I-9 ENTRY

Now I have some questions about security regarding the MRDP program entry of I-9 Forms at this establishment.

			a. OBSERVED	b. REPORTED
G1	Is the computer that is used for verification located in a locked room (that is, is a key or card needed to enter the room)?  [IF OBSERVED, CIRCLE ONE CODE IN COLUMN a. IF REPORTED, CIRCLE ONE CODE IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, CIRCLE ONE CODE IN COLUMN a <u>AND</u> ONE CODE IN COLUMN b.]	YES, LOCKED	1	2
		NO, NOT LOCKED	5	6

**(IF COMPUTER IS IN A LOCKED ROOM [G1 = 1 OR 2] ASK G2. OTHERWISE, GO TO G3.)**

			a. OBSERVED	b. REPORTED
G2	Is that room usually kept locked when it is not occupied?  [IF OBSERVED, CIRCLE ONE CODE IN COLUMN a. IF REPORTED, CIRCLE ONE CODE IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, CIRCLE ONE CODE IN COLUMN a <u>AND</u> ONE CODE IN COLUMN b.]	YES, USUALLY LOCKED	1	2
		NO, NOT USUALLY LOCKED	5	6

		a. NUMBER OBSERVED	b. NUMBER REPORTED	
G3	How many people usually work in that room?  [IF OBSERVED, ENTER IN COLUMN a. IF REPORTED, ENTER IN COLUMN b. IF OBSERVED <u>AND</u> REPORTED, ENTER IN COLUMN a <u>AND</u> IN COLUMN b.].			
			DON'T KNOW	998

G4.	How easy would it be for an unauthorized person to gain access to the MRDP computer or program? (RECORD VERBATIM)
<hr/> <hr/> <hr/>	

G5. Where are the instructions for using the MRDP system located?

[IF OBSERVED, CIRCLE ONE CODE IN COLUMN a.

IF REPORTED, CIRCLE ONE CODE IN COLUMN b.

IF OBSERVED AND REPORTED, CIRCLE ONE CODE IN COLUMN a AND ONE CODE IN COLUMN b.]

	a. OBSERVED	b. REPORTED
A. IN A LOCKED DRAWER OR OTHER SECURE LOCATION	1	6
B. OUT OF SIGHT, BUT <u>NOT</u> IN A SECURE PLACE (E.G., IN AN UNLOCKED DRAWER)	2	7
C. IN PLAIN SIGHT, BUT <u>NOT</u> NEXT TO MACHINE (E.G., IN BOOK CASE)	3	8
D. IN PLAIN SIGHT, NEXT TO THE MACHINE	4	9
E. OTHER ( <b>SPECIFY:</b> ) _____ _____	5	10
DON'T KNOW		98

G6. Where is the password for using the MRDP system located?

[IF OBSERVED, CIRCLE ONE CODE IN COLUMN a.

IF REPORTED, CIRCLE ONE CODE IN COLUMN b.

IF OBSERVED AND REPORTED, CIRCLE ONE CODE IN COLUMN a AND ONE CODE IN COLUMN b.]

	a. OBSERVED	b. REPORTED
A. IN A LOCKED DRAWER OR OTHER SECURE LOCATION	1	7
B. OUT OF SIGHT, BUT <u>NOT</u> IN A SECURE PLACE (E.G., IN AN UNLOCKED DRAWER)	2	8
C. IN PLAIN SIGHT, BUT <u>NOT</u> NEXT TO MACHINE (E.G., IN BOOK CASE)	3	9
D. IN PLAIN SIGHT, NEXT TO THE MACHINE	4	10
E. OUT OF SIGHT – USER HAS PASSWORD MEMORIZED	5	11
F. OTHER ( <b>SPECIFY:</b> ) _____ _____	6	12
DON'T KNOW		98

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Page 24 of 24



**Immigration and Naturalization Service  
Machine-Readable Document Pilot  
Employee Survey**

Conducted by:  
Westat

**LABEL**

INTERVIEWER: \_\_\_\_\_

DATE OF INTERVIEW:        
MONTH DAY YEAR

RESULT CODE:

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB number. Send comments regarding this burden of estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Policy Directives and instructions (PDI-Room 5307) (ATTN: Richard Sloan), c/o Immigration and Naturalization Service, 425 I Street NW, Washington, D.C. 20536. *Do not return the completed form to this address.*

START TIME: |\_\_\_\_\_|:\_\_\_\_\_| a.m. or p.m. (CIRCLE ONE)

## SECTION A: APPLICATION PROCESS

Thank you for taking the time to talk with me today. This survey is part of a study on employment eligibility, sponsored by the Immigration and Naturalization Service. Your participation is voluntary and your answers will be kept strictly confidential to the extent permitted by law. If you choose not to answer some or all of the questions, there will be no penalty. Your answers will not be associated with your name. They will be combined with the answers of other employees and reported in statistical summaries. This survey will only take about 20 minutes.

**First, I have some questions about your experiences with (EMPLOYER) in finding a job.**

A1. How did you first learn that [NAME OF EMPLOYER] might be a good place to find out about a job? Was it from...

- |   |                 |
|---|-----------------|
| A friend or relative, .....                 | 1               |
| An ad or ( <i>specify where</i> ), .....    | 2 (SKIP TO QA5) |
| Some other source? ( <i>specify</i> ) ..... | 3 (SKIP TO QA5) |
| DON'T REMEMBER.....                         | 8 (SKIP TO QA6) |

A2. Did this person tell you that [EMPLOYER] often hires immigrants?

- |                     |                 |
|---------------------|-----------------|
| YES .....           | 1               |
| NO .....            | 2 (SKIP TO QA6) |
| DON'T REMEMBER..... | 8 (SKIP TO QA6) |

A3. Was this important to you?

- |                            |                 |
|----------------------------|-----------------|
| YES .....                  | 1               |
| NO .....                   | 2 (SKIP TO QA6) |
| DON'T KNOW/NO OPINION..... | 8 (SKIP TO QA6) |

A4. Why was this important to you? \_\_\_\_\_  
\_\_\_\_\_

**ALL SKIP TO QA6**

A5. (Was that/were any of those) (ADVERTISEMENT(S) AND/OR SOURCE(S) SPECIFIED) intended especially for immigrants or racial or ethnic minorities? [CIRCLE ONLY ONE.]

- |  |   |
|--|---|
| YES, ADVERTISEMENT ONLY.....             | 1 |
| YES, NON-ADVERTISEMENT SOURCE ONLY ..... | 2 |
| YES, BOTH SOURCES, OR.....               | 3 |
| NO (NEITHER) .....                       | 4 |
| DON'T KNOW .....                         | 8 |



A6. How did you first get in touch with [EMPLOYER] about a job? Was it by.....  
[CIRCLE ONLY ONE.]

Walking in.....	1
Phone.....	2
Mail, or.....	3
Some other way? ( <i>specify</i> ) _____	4
DON'T REMEMBER.....	8

A7. After you first asked [EMPLOYER] about a job, what did [EMPLOYER] ask you to do next?  
[CIRCLE ONLY ONE.]

FILL OUT A JOB APPLICATION .....	01
HAVE AN INTERVIEW.....	02
SHOW YOUR WORK-AUTHORIZATION AND IDENTITY DOCUMENTS .....	03
FILL OUT AN I-9 FORM [SHOW CARD A] .....	04
SOMETHING ELSE ( <i>specify</i> ) _____	05
GO TO ANOTHER PLACE, REFERRED BY [EMPLOYER], THAT MIGHT HAVE A JOB FOR YOU, OR.....	06
NOTHING ELSE – EMPLOYER OFFERED YOU A JOB RIGHT AWAY .....	07 (SKIP TO QA10)
NOTHING ELSE – EMPLOYER NEVER OFFERED YOU A JOB.....	08 (SKIP TO BOX A1)

A8. How soon after [EMPLOYER] asked you to [ANSWER FROM QA7], did you do so? Was it ...

The same day, .....	1
Within a week, .....	2
A week or more later, or .....	3
Never? .....	4 (SKIP TO QA10)
DON'T REMEMBER <u>WHEN</u> I DID IT.....	5
DON'T REMEMBER <u>IF</u> I DID IT .....	6

A9. After you [ANSWER TO QA7], what did [EMPLOYER] ask you to do next? [CIRCLE ONLY ONE.]

FILL OUT A JOB APPLICATION .....	01
HAVE AN INTERVIEW.....	02
SHOW YOUR WORK-AUTHORIZATION AND IDENTITY DOCUMENTS .....	03
FILL OUT AN I-9 FORM [SHOW CARD A] .....	04
SOMETHING ELSE ( <i>specify</i> ) _____	05
GO TO ANOTHER PLACE, REFERRED BY [EMPLOYER], THAT MIGHT HAVE A JOB FOR YOU, OR.....	06
NOTHING ELSE – EMPLOYER OFFERED YOU A JOB RIGHT AWAY .....	07
NOTHING ELSE – EMPLOYER NEVER OFFERED YOU JOB..	08

### BOX A1

**INTERVIEWER: CHECK LABEL, THEN QA7 AND QA9.**

**EMPLOYER IS TEMPORARY AGENCY..... 1 (SKIP TO QA24)**

**EMPLOYER IS NOT TEMPORARY AGENCY AND**

**QA7 OR QA9 = 01..... 2 (SKIP TO QA11)**

**QA7 OR QA9 = 02-07 ..... 3**

**QA7 OR QA9 =08..... 4 (SKIP TO QB21)**

A10. Did you ever fill out a job application?

YES .....	1
NO .....	2 (SKIP TO BOX A2)
DON'T REMEMBER.....	8 (SKIP TO BOX A2)

A11. When did you fill out a job application? Was this ...

Before [EMPLOYER] told you that you had a job.....	1
After [EMPLOYER] told you that you had a job .....	2
DON'T REMEMBER.....	8

A12. Did the job application ask...

	Yes	No	Don't know
a. If you were a United States citizen? .....	1	2	8
b. What country you are from? .....	1	2	8
c. What type(s) of documents you had to show that you were authorized to work? .....	1	2	8

A13. When you filled out the job application, did you at the same time also:

		Yes	No
<b>SHOW CARDS A &amp; B</b>	a. Fill out an I-9 form? .....	1	2
	b. Show [EMPLOYER] your work authorization documents? .....	1	2

### BOX A2

**IF INTERVIEW CODED (02) IN QA7 OR QA9, CHECK THIS BOX .....☐ AND SKIP TO QA15.**

A14. Did you ever have a job interview with [EMPLOYER]?

YES .....	1
NO .....	2 (SKIP TO BOX A3)
DON'T REMEMBER.....	8 (SKIP TO BOX A3)

A15. When did you have the job interview? Was it ...

Before [EMPLOYER] told you that you had a job.....	1
After [EMPLOYER] told you that you had a job .....	2
DON'T REMEMBER.....	8

A16. During the interview, were you asked:

	Yes	No	Don't know
a. If you were a United States citizen? .....	1	2	8
b. What country you are from? .....	1	2	8
c. What type(s) of documents you had to show that you were authorized to work? .....	1	2	8

A17. When you had the interview, did you at that time also:

	Yes	No
a. Fill out an I-9 form .....	1	2
b. Show employer your work-authorization documents? .....	1	2

**BOX A3**

**IF I-9 FORM FILLED OUT (QA7, QA9, QA13 OR QA17), CHECK THIS BOX.....☐ AND SKIP TO QA19.**

A18. Did [EMPLOYER] ever ask you to fill out a form like this [SHOW CARD]?

<b>SHOW CARD A</b>	YES .....	1
	NO .....	2 (SKIP TO BOX A4)
	DON'T REMEMBER.....	8 (SKIP TO BOX A4)

A19. When did you fill out an I-9 form? Was it ...

Before [EMPLOYER] told you that you had a job .....	1
After [EMPLOYER] told you that you had a job .....	2
DON'T REMEMBER.....	8

**BOX A4**

**IF WORK AND IDENTITY DOCUMENTS SHOWN (QA7, QA9, QA13, OR QA17) CHECK THIS BOX .....☐ AND SKIP TO QA21.**

A20. Did you ever show [EMPLOYER] your work and identity documents?

<b>SHOW CARD B</b>	YES .....	1
	NO .....	2 (SKIP TO QA23)
	DON'T REMEMBER.....	8 (SKIP TO QA23)

A21. When did you show your work and identity documents? Was it ...

Before [EMPLOYER] told you that you had a job .....	1
After [EMPLOYER] told you that you had a job .....	2 (SKIP TO QA23)
DON'T REMEMBER.....	8 (SKIP TO QA23)

A22. Why did you show them at that time? Was it because...

[EMPLOYER] asked you to, .....	1
You thought that [EMPLOYER] would be more likely to hire you if they knew you had work documents, or.....	2
Something else? ( <i>specify</i> ) .....	3
DON'T REMEMBER.....	8

A23. Did [EMPLOYER] offer you a job?

YES .....	1
NO .....	2 (SKIP TO QB21)
DON'T REMEMBER.....	8 (SKIP TO QB21)

**BOX A5**

**INTERVIEWER: CHECK LABEL**

<b>REGULAR EMPLOYER.....</b>	<b>1 (SKIP TO QA28)</b>
<b>TEMPORARY AGENCY OR PLACEMENT SERVICE .....</b>	<b>2</b>

A24. Did [EMPLOYER] find a job for you?

YES ( <i>specify where</i> ) .....	1 (SKIP TO QA27)
NO.....	2
DON'T REMEMBER.....	8

A25. Did [EMPLOYER] ever send you to talk to someone about a job?

YES ( <i>specify where</i> ) .....	1 (SKIP TO QA27)
NO.....	2
DON'T REMEMBER.....	8

A26. Did [EMPLOYER] ever say they would try to find you a job?

YES ( <i>specify where</i> ) .....	1
NO.....	2 (SKIP TO QB21)
DON'T REMEMBER.....	8 (SKIP TO QB21)

A27. Who wrote your paychecks? Was it...

[EMPLOYER] or .....	1
Some other employer ( <i>specify</i> ) .....	2
NO PAYCHECK RECEIVED/DID NOT GET OR TAKE JOB .....	3
DON'T KNOW .....	8



**INTERVIEWER:**

**IF QA27 = 2, USE THAT EMPLOYER NAME IN THE REMAINING QUESTIONS.**

A28. What kind of job was this? [RECORD VERBATIM AND CODE BELOW.]

WHITE COLLAR JOB (PROFESSIONAL, CLERICAL, ETC.) ..... 1  
SKILLED BLUE COLLAR JOB (PLUMBER, ELECTRICIAN)..... 2  
UNSKILLED LABOR (DISHWASHER, FARM WORKER) ..... 3

A29. Did you accept the job?

YES ..... 1 (SKIP TO QA31)  
NO ..... 2  
DON'T REMEMBER..... 8 (SKIP TO QB21)

A30. What was the main reason you didn't take the job at [EMPLOYER]? [CIRCLE ONLY ONE.]

You didn't like the work ..... 1  
It was too much trouble to take care of work authorization  
problems ..... 2  
The job didn't pay enough ..... 3  
You were offered another job, or ..... 4  
Some other reason (*specify*) ..... 5  
DON'T KNOW ..... 8

**SKIP TO QB21**

A31. When did you start working for [EMPLOYER] after you accepted the job?

--	--

 / 

--	--

 / 

--	--	--	--

 (SKIP TO QA33)  
MONTH DAY YEAR

OR

NEVER STARTED ..... 1 (SKIP TO QB21)  
DON'T REMEMBER WHEN STARTED ..... 2  
DON'T REMEMBER WHETHER STARTED ..... 3 (SKIP TO QB21)

A32. Approximately how long was it between the time you accepted the job and you started? Was it...

The same day, ..... 1  
Less than one week, ..... 2  
Between one and two weeks, ..... 3  
Over two weeks but less than a month, or ..... 4  
A month or more? ..... 5  
DON'T REMEMBER..... 8

A33. When did you last work for [EMPLOYER]?

MONTH		DAY		YEAR			

(SKIP TO QA37)

OR

STILL WORKING FOR [EMPLOYER] ..... 1 (SKIP TO QA35)  
DON'T REMEMBER WHEN ..... 2

A34. Approximately how long did you work for [EMPLOYER]? Was it...

Less than one week ..... 1  
Between one and two weeks ..... 2  
Over two weeks but less than a month..... 3  
A month or more ..... 4  
DON'T REMEMBER..... 8

A35. Between the time you started working on the job and (now/the time that you last worked for [EMPLOYER]), was there a time when you did not work for [EMPLOYER]?

YES ..... 1  
NO ..... 2 (SKIP TO SECTION B)  
DON'T REMEMBER..... 8 (SKIP TO SECTION B)

A36. When was the first time you stopped working for [EMPLOYER] after you started?

Less than two days after you started ..... 1  
Between two days and a week after you started..... 2  
Between one and two weeks ..... 3  
Over two weeks but less than a month..... 4  
A month or more ..... 5  
DON'T REMEMBER..... 8

A37. What was the main reason you stopped working for [EMPLOYER]?

YOU DIDN'T LIKE THE WORK ..... 01  
IT TOOK TOO MUCH TROUBLE TO STRAIGHTEN OUT  
YOUR DOCUMENTS ..... 02  
THE JOB DIDN'T PAY ENOUGH ..... 03  
YOU WERE OFFERED ANOTHER JOB ..... 04  
YOU WERE TERMINATED/FIRED/LAID OFF ..... 05  
YOU QUIT (*Please explain why:*) ..... 06  
OTHER (*specify*) ..... 07  
DON'T KNOW ..... 98



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## SECTION B: PAPERWORK

B1. Have you ever heard about the Machine Readable Document Pilot, or MRDP?

YES ..... 1  
NO ..... 2 (SKIP TO QB4)

B2. How did you first hear about this program? Did... [CIRCLE ONLY ONE.]

(EMPLOYER) tell you about it? ..... 1  
A friend or relative tell you about it? ..... 2  
You read about it? ..... 3  
You see it on a poster at (EMPLOYER)? or ..... 4 (SKIP TO QB5)  
Was it some other way? (*specify*) ..... 5

B3. Did you first hear about this program before or after you started work at [EMPLOYER]?

BEFORE ..... 1  
AFTER ..... 2

B4. While you were applying, did you see a sign posted at [EMPLOYER] that looks like this?

SHOW  
CARD C

YES ..... 1  
NO ..... 2

B5. Which work documents did you provide to [EMPLOYER]? [CIRCLE ALL THAT APPLY.  
PROBE: "Any others?"]

- a. DRIVER'S LICENSE ..... 01
- b. STATE ISSUED NON-DRIVER ID ..... 02
- c. SOCIAL SECURITY CARD..... 03
- d. U.S. PASSPORT ..... 04
- e. FOREIGN PASSPORT OR I-94 WITH I-551 STAMP ..... 05
- f. GREEN CARD (I-551) OR RESIDENT (ALIEN) CARD..... 06

**EMPLOYMENT AUTHORIZATION DOCUMENT (EAD) ISSUED BY THE INS**

- g. EMPLOYMENT AUTHORIZATION DOCUMENT (I-688B, I-766) ..... 07
- h. I-94 WITH WORK AUTHORIZATION LEGEND..... 08
- i. OTHER (*specify*) ..... 09
- j. DID NOT PROVIDE ANY DOCUMENTS ..... 10 (SKIP TO SECTION D)

**BOX B1**

**QB5 EQUALS 01 OR 02 ..... 1**

**QB5 DOES NOT EQUAL 01 OR 02 ..... 2 (SKIP TO QB12)**

B6. You said you provided a (driver's license/state ID) to [EMPLOYER]. From what state was this issued?

- IOWA ..... 1
- OTHER STATE (*specify*) ..... 2 (SKIP TO QB12)

B7. Did [EMPLOYER] borrow your (license/state ID)?

- YES ..... 1
- NO ..... 2 (SKIP TO B12)
- DON'T REMEMBER ..... 8 (SKIP TO B12)

B8. How long did [EMPLOYER] keep your (driver's license/state ID)?

- #: \_\_\_\_\_ MINUTES ..... 1
- \_\_\_\_\_ HOURS ..... 2
- \_\_\_\_\_ DAYS ..... 3

B9. Did this bother you?

- YES ..... 1
- NO ..... 2

B10 Did [EMPLOYER] say why it was necessary to take your (driver's license/state ID)?

YES .....	1
NO .....	2
DON'T REMEMBER.....	8

B11. Did you see [EMPLOYER] put your (driver's license/state ID) through a machine that looked like this?

SHOW  
CARD D

YES .....	1
NO .....	2
DON'T REMEMBER.....	8

B12. After you first gave [EMPLOYER] your documents, did [EMPLOYER] ask you to provide additional documents?

YES .....	1
NO .....	2 (SKIP TO QB15)
DON'T REMEMBER.....	8 (SKIP TO QB15)

B13. What additional documents did [EMPLOYER] request at that time? [CIRCLE ALL THAT APPLY.]

a. GREEN CARD (I-551)/RESIDENT ALIEN CARD .....	1
b. EMPLOYMENT AUTHORIZATION DOCUMENT (EAD) ISSUED BY THE INS.....	2
c. SSN CARD .....	3
d. ANY OTHER DOCUMENT ( <i>specify</i> ) .....	4

\_\_\_\_\_

B14. Why do you think [EMPLOYER] needed additional documents?

BECAUSE [EMPLOYER] THOUGHT THE DOCUMENT(S) WEREN'T MINE .....	1 (SKIP TO QB17)
[EMPLOYER] THOUGHT THE DOCUMENT(S) I GAVE HIM WERE FAKE .....	2 (SKIP TO QB17)
[EMPLOYER] WAS UNFAMILIAR WITH THE DOCUMENT(S) I GAVE HIM.....	3
[EMPLOYER] WANTED TO SEE AN INS DOCUMENT .....	4
OTHER ( <i>SPECIFY</i> ) .....	5
DON'T KNOW .....	8

B15. Did [EMPLOYER] question whether any of the documents that you provided were really yours?

YES ( <i>specify document(s)</i> ) .....	1
NO .....	2 (SKIP TO QB17)
DON'T REMEMBER.....	8 (SKIP TO QB17)

B16. Why did [EMPLOYER] question whether the documents were yours? [CIRCLE ALL THAT APPLY. READ LIST ONLY IF EMPLOYEE NEEDS CLARIFICATION.]

- a. BECAUSE THEY WEREN'T MINE ..... 1 (SKIP TO QB22)
- b. BECAUSE THEY WERE FAKE ..... 2 (SKIP TO QB22)
- c. BECAUSE HE THOUGHT THE DOCUMENT(S) I GAVE HIM WEREN'T MINE ..... 3
- d. HE THOUGHT THE DOCUMENT(S) I GAVE HIM WERE FAKE ..... 4
- e. HE WAS UNFAMILIAR WITH THE DOCUMENT(S) I GAVE HIM..... 5

B17. Do you find it difficult to get a job with any employer who checks work documents/papers?

- YES ..... 1
- NO ..... 2
- DON'T KNOW ..... 8

B18. At the time you applied for a job at [EMPLOYER], were you authorized to work in the United States?

- YES ..... 1 (SKIP TO QB21)
- NO ..... 2
- REFUSED ..... 7
- DON'T KNOW ..... 8

B19. Did you give [EMPLOYER] any documents that belonged to another person?

- YES ..... 1
- NO ..... 2
- REFUSED ..... 7
- DON'T KNOW ..... 8

B20. Did you give [EMPLOYER] any false documents?

- YES ..... 1
- NO ..... 2
- REFUSED ..... 7
- DON'T KNOW ..... 8

B21. Did [EMPLOYER] ever tell you that there was a problem with your documents?

- YES ..... 1
- NO ..... 2

B22. Did [EMPLOYER] ever tell you that you needed to talk with someone at the Immigration and Naturalization Service (INS) or the Social Security Administration (SSA) about your documents?

- YES ..... 1
- NO ..... 2 (SKIP TO BOX B2)

B23. Which agency were you asked to contact? Was it the...

- |  |   |
|--|---|
| Immigration and Naturalization Service only? .....   | 1 |
| Social Security Administration only? or .....  | 2 |
| Both the Immigration and Naturalization Service and the<br>Social Security Administration? ..... | 3 |

**BOX B2**

**INTERVIEWER: CHECK LABEL. IF EMPLOYEE IS PRE-MRDP, CHECK THIS BOX..... ☐**  
**AND SKIP TO SECTION D.**



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## SECTION C: CONFIRMATION

C1. These two forms are used to explain that there were some problems with your work authorization. Did [EMPLOYER] ever give you either of these forms?

<b>SHOW CARDS E AND F</b>	YES, SOCIAL SECURITY ADMINISTRATION ONLY.....	1 (SKIP TO QC2)
	YES, IMMIGRATION AND NATURALIZATION SERVICE ONLY .....	2 (SKIP TO QC2)
	YES, BOTH THE SOCIAL SECURITY ADMINISTRATION AND THE IMMIGRATION AND NATURALIZATION SERVICE?.....	3 (SKIP TO QC2)
	NO.....	4 (SKIP TO BOX C1)
	DON'T REMEMBER.....	8 (SKIP TO BOX C1)

### BOX C1

QB21, QB22, AND QC1 = NO OR DON'T REMEMBER ..... 1 (SKIP TO SECTION D)

QB21 AND/OR QB22 = YES AND QC1 = NO OR DON'T REMEMBER.... 2 (SKIP TO QC4).

C2. When did [EMPLOYER] give you (this/these) form(s)? Was it...

Before you started work, .....	1
On the first day of work, .....	2
Within the first week of work, or .....	3
Some other time? ( <i>specify</i> ) _____	4

C3. Did you sign this form?

YES .....	1
NO.....	2
DON'T KNOW.....	8

C4. When [EMPLOYER] (told you there was a problem/gave you the form), was it done in a place where no one else could overhear you talking?

YES .....	1
NO.....	2

C5. Did you decide to clear up the problems with your work authorization? [IF R NEEDS CLARIFICATION, ASK, "That is, which option did you choose?"]

<b>SHOW CARD G</b>	YES, DECIDED TO CONTEST .....	1 (SKIP TO QC11)
	NO, DECIDED NOT TO CONTEST .....	2

C6. What reasons did you have for not trying to clear up the problems? [CIRCLE ALL THAT APPLY.]

- a. Your employer discouraged you, ..... 1
- b. You were not work authorized, ..... 2
- c. It was too much trouble, ..... 3
- d. You could get a job somewhere else more easily, ..... 4
- e. You were afraid to go to the INS OR SSA OFFICE, or ..... 5
- f. Some other reason? (*specify*) ..... 6
- g. DON'T KNOW ..... 8

C7. What happened next? Did you...

- Continue working, ..... 1
- Quit, ..... 2
- Get fired, terminated, or laid off, or ..... 3
- Something else? (*specify*) ..... 4

C8. At the time [EMPLOYER] told you about the problem were you already working for [EMPLOYER]?

- YES ..... 1 (SKIP TO SECTION D)
- NO ..... 2

C9. Did you ever start working for [EMPLOYER]? [IF R HAS ALREADY TOLD YOU HE/SHE NEVER WORKED FOR EMPLOYER, CODE "NO" WITHOUT ASKING.]

- YES ..... 1
- NO ..... 2 (SKIP TO SECTION D)

C10. After you decided not to clear up the problem, what happened next? Did you...

- Continue working, ..... 1
- Quit, ..... 2
- Get fired, terminated, or laid off, or ..... 3
- Something else? (*specify*) ..... 4

**SKIP TO SECTION D**

C11. After you decided to clear up the problem, about how many days did it take for you to get in touch with the INS/SSA?

NUMBER OF DAYS \_\_\_\_\_

OR

DIDN'T CONTACT THEM AT ALL ..... 00 (USE 10 DAYS IN QC18)

C12. At the time [EMPLOYER] told you about the problem, were you already working for [EMPLOYER]?

- YES ..... 1 (SKIP TO QC18)
- NO ..... 2

C13. When did you start working for [EMPLOYER]?

- Before contacting INS/SSA ..... 1 (SKIP TO QC18)
- After contacting INS/SSA..... 2
- Never ..... 3 (SKIP TO QC16)

C14. Do you think that you would have started working earlier if you didn't have this problem with your documents?

- YES ..... 1
- NO ..... 2
- DON'T KNOW ..... 8

C15. How much pay do you think you might have lost because of this? [PROBE IF NECESSARY: How many hours or days did you lose? Approximately how much do you make per hour? Was it worth less than \$100, etc.]

- \$ \_\_\_\_\_
- OR
- DON'T KNOW ..... 8

ALL SKIP TO QC24

C16. Do you think that you would have started working if you didn't have this problem with your work papers?

- YES ..... 1
- NO ..... 2 (SKIP TO SECTION D)
- DON'T KNOW ..... 8 (SKIP TO SECTION D)

C17. How much pay do you think you might have lost because of this? [PROBE IF NECESSARY: How many hours or days did you lose? Approximately how much do you make per hour? Was it less than \$100, etc.]

- \$ \_\_\_\_\_
- OR
- DON'T KNOW ..... 8

ALL SKIP TO SECTION D

C18. During those [ANSWER FROM QC11] days, did you continue to work for [EMPLOYER]?

- YES ..... 1
- NO..... 2 (SKIP TO QC20)
- NEVER STARTED WORKING ..... 3 (SKIP TO SECTION D)

C19. Did you miss time at work in order to clear up problems concerning your documents?

- YES ..... 1
- NO..... 2 (SKIP TO QC22)

C20. Did [EMPLOYER] pay you for this missed time?

- YES ..... 1 (SKIP TO QC22)
- NO..... 2
- DON'T KNOW ..... 8 (SKIP TO QC22)

C21. How much pay did you lose because of this? [PROBE IF NECESSARY: How many hours or days did you lose? Approximately how much do you make per hour? Was it less than \$100, etc.]

- \$ \_\_\_\_\_
- OR
- DON'T KNOW ..... 8

C22. Did you have a cut in pay while you were waiting for problems with your documents to be cleared up?

- YES ..... 1
- NO..... 2 (SKIP TO QC24)
- DON'T KNOW ..... 8 (SKIP TO QC24)

C23. How large was this cut? [PROBE IF NECESSARY: How many hours or days did you lose? Approximately how much do you make per hour? Was it less than \$100 per week or about \$2 per hour, etc.]

- \$ \_\_\_\_\_
- PER HOUR..... 1
- WEEK..... 2
- DON'T KNOW ..... 8

C24. Was your job training delayed until the problems with your documents were cleared up?

- YES ..... 1
- NO..... 2
- THERE WAS NO JOB TRAINING..... 3
- DON'T KNOW ..... 8



C25. Did you have any other problems at [EMPLOYER] during the [ANSWER FROM QC11] days because of the problem with your documents?

YES (*specify*) \_\_\_\_\_ 1  
NO..... 2  
DON'T KNOW ..... 8

**BOX C2**

**INTERVIEWER: CHECK QB23 OR QC1**  
**REFERRED TO INS OR BOTH INS/SSA..... 1**  
**REFERRED TO SSA ONLY ..... 2 (SKIP TO QC41)**

C26. What were the results of the visit or contact with INS?

Okay to work (Employment Authorized) ..... 1  
Not okay to work (Unauthorized)..... 2 (SKIP TO QC29)  
NEVER CONTACTED INS ..... 3 (SKIP TO BOX C3)  
Other (*specify*) \_\_\_\_\_ 4 (SKIP TO QC29)  
DON'T KNOW ..... 8 (SKIP TO QC29)

C27. What was the cause of the problem? Was it because ...

	Yes	No
a. INS had another name that you use or have used?.....	1	2
b. INS didn't know that you had renewed your documents .....	1	2
c. There was a problem with the information on the I-9 ( <i>specify</i> ) _____	1	2
d. [EMPLOYER] made a mistake when putting information about you into the computer ( <i>specify</i> ) _____	1	2
e. You needed to renew your documents ( <i>specify</i> ) _____	1	2
f. Or something else ( <i>specify</i> ) _____	1	2

C28. What happened next at [EMPLOYER]? Did you...

Quit, ..... 1  
Get fired/terminated/laid off, ..... 2  
Continue working, or ..... 3  
Something else? (*specify*) \_\_\_\_\_ 4

C29. How did you first contact INS to straighten out your records?

In-person ..... 1  
Phone ..... 2  
Fax ..... 3  
Mail, or ..... 4  
Some other way (*specify*) \_\_\_\_\_ 5

C30. How many times did you have to contact them?

ONLY ONCE..... 1 (SKIP TO QC32)  
OR  
NUMBER TIMES \_\_\_\_\_



C31. How did you contact them after the first time? Was it...

	Yes	No
a. In-person .....	1	2
b. Phone.....	1	2
c. Fax.....	1	2
d. Mail, or.....	1	2
e. Some other way ( <i>specify</i> ) .....	1	2

C32. How quickly did INS straighten out your records after you first contacted them?

Right away .....	1
Within a day.....	2
Within two or three days.....	3
Within a week.....	4
Longer than a week.....	5
NEVER RESOLVED PROBLEM .....	6
DON'T KNOW .....	8

C33. Did you have to spend any money to contact them such as paying bus fare, parking, or a baby-sitter? [DON'T INCLUDE LOST WAGES HERE.]

YES ( <i>please explain:</i> ) .....	1
NO.....	2 (SKIP TO QC35)
DON'T KNOW .....	8 (SKIP TO QC35)

C34. How much did you spend for these expenses? [PROBE: Your closest estimate would be helpful.]

\$ .....	
OR	
DON'T KNOW .....	8

C35. Did you have to spend any money for a lawyer or someone else to help you straighten out your records so you could work for [EMPLOYER]?

YES.....	1
NO.....	2 (SKIP TO QC37)
DON'T KNOW .....	8 (SKIP TO QC37)

C36. About how much did you spend?

\$ .....	
OR	
DON'T KNOW .....	8

C37. Did you have to spend any money on anything else to help you straighten out your documents?

YES ( <i>specify what</i> ) _____	1
NO.....	2 (SKIP TO QC39)
DON'T KNOW .....	3 (SKIP TO QC39)

C38. About how much?

\$ \_\_\_\_\_

OR

DON'T KNOW ..... 8

C39. Overall, how satisfied were you with your experience with INS to straighten out your documents?

Very satisfied .....	1
Somewhat satisfied .....	2
Neither satisfied nor dissatisfied.....	3 (SKIP TO BOX C3)
Somewhat dissatisfied .....	4
Very dissatisfied .....	5

C40. Why do you feel this way? [RECORD RESPONSE VERBATIM.]

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**BOX C3**

**INTERVIEWER: CHECK QB23 OR QC1**

**REFERRED TO INS ONLY..... 1 (SKIP TO SECTION D)**

**REFERRED TO SSA OR BOTH INS AND SSA ..... 2**

C41. What were the results of the visit or contact with SSA?

Okay to work (Employment Authorized) .....	1
Not okay to work (Unauthorized).....	2 (SKIP TO QC44)
NEVER CONTACTED SSA.....	3 (SKIP TO SECTION D)
Other ( <i>specify</i> ) _____	4 (SKIP TO QC44)
DON'T KNOW .....	8 (SKIP TO QC44)

C42. What was the cause of the problem? Was it because ...

	Yes	No
a. SSA had another name that you use or have used?.....	1	2
b. There was a problem with the information on the I-9 ( <i>specify</i> ) _____	1	2
c. [EMPLOYER] made a mistake when putting information about you into the computer ( <i>specify</i> ) _____	1	2
d. Or something else ( <i>specify</i> ) _____	1	2

C43. What happened next at [EMPLOYER]? Did you...

Quit, .....	1
Get fired/terminated/laid off, .....	2
Continue working, or .....	3
Something else? ( <i>specify</i> ) .....	4

C44. How did you first contact SSA to straighten out your records?

In-person .....	1
Phone .....	2
Fax .....	3
Mail, or .....	4
Some other way ( <i>specify</i> ) .....	5

C45. How many times did you have to contact them?

ONLY ONCE..... 1 (SKIP TO QC47)  
OR  
NUMBER TIMES .....

C46. How did you contact them after the first time? Was it...

	Yes	No
a. In-person .....	1	2
b. Phone.....	1	2
c. Fax.....	1	2
d. Mail, or.....	1	2
e. Some other way ( <i>specify</i> ) .....	1	2

C47. How quickly did SSA straighten out your records after you first contacted them?

Right away .....	1
Within a day.....	2
Within two or three days.....	3
Within a week .....	4
Longer than a week.....	5
NEVER RESOLVED PROBLEM .....	6
DON'T KNOW .....	8

C48. Did you have to spend any money to contact them such as paying bus fare, parking, or a baby-sitter? [DON'T INCLUDE LOST WAGES HERE.]

YES ( <i>please explain:</i> ) .....	1
NO.....	2 (SKIP TO QC50)
DON'T KNOW .....	8 (SKIP TO QC50)

C49. How much did you spend for these expenses? [PROBE: Your closest estimate would be helpful.]

\$ \_\_\_\_\_

OR

DON'T KNOW ..... 8

C50. Did you have to spend any money for a lawyer or someone else to help you straighten out your records with SSA so you could work for [EMPLOYER]?

YES..... 1

NO..... 2 (SKIP TO QC52)

DON'T KNOW ..... 8 (SKIP TO QC52)

C51. About how much did you spend?

\$ \_\_\_\_\_

OR

DON'T KNOW ..... 8

C52. Did you have to spend any money on anything else to help you straighten out your records with SSA?

YES (*specify what*) ..... 1

NO..... 2 (SKIP TO QC54)

DON'T KNOW ..... 3 (SKIP TO QC54)

C53. About how much?

\$ \_\_\_\_\_

OR

DON'T KNOW ..... 8

C54. Overall, how satisfied were you with your experience with SSA to straighten out your documents?

Very satisfied ..... 1

Somewhat satisfied ..... 2

Neither satisfied nor dissatisfied ..... 3 (SKIP TO SECTION D)

Somewhat dissatisfied ..... 4

Very dissatisfied ..... 5

C55. Why do you feel this way? [RECORD RESPONSE VERBATIM.]

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SECTION D: DEMOGRAPHICS

Now I would like to ask you some questions about your background. Remember, all of the answers that you give are kept in the strictest confidence. None of the information that you give me will ever be connected or associated with your name and neither [NAME OF EMPLOYER] nor the INS will know how you answered, or that you were one of the people surveyed.

D1. What is your date of birth? [IF NECESSARY, CONFIRM DATE OF BIRTH FROM FOLDER LABEL.]

<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
MONTH		DAY		YEAR			

REFUSED..... 99999997

D2. In what country were you born?

United States..... 1 (SKIP TO QD18)  
Other (*specify*) ..... 2

D3. Are you a United States citizen?

YES ..... 1  
NO..... 2 (SKIP TO QD5)

D4. Were you a United States citizen when you applied to [EMPLOYER]?

YES..... 1 (SKIP TO QD12)  
NO..... 2 (SKIP TO QD6)

D5. Are you a lawful permanent resident (do you have a green card)?

YES ..... 1  
NO..... 2  
REFUSED..... 7 (SKIP TO QD18)

D6. Were you a lawful permanent resident when you applied to [EMPLOYER]?

YES..... 1 (SKIP TO QD12)  
NO..... 2  
REFUSED..... 7 (SKIP TO QD18)

D7. Are you currently authorized to work in the United States?

YES..... 1 (SKIP TO QD9)  
NO..... 2  
REFUSED..... 7



- D8. Have you ever had authorization to work in the United States before now?
- YES ..... 1  
NO..... 2 (SKIP TO QD12)  
REFUSED..... 7 (SKIP TO QD12)
- D9. When you applied to [EMPLOYER], were you authorized to work?
- YES ..... 1  
NO..... 2 (SKIP TO QD11)  
REFUSED..... 7 (SKIP TO QD12)
- D10. At that time, were your work authorization documents up-to-date?
- YES..... 1  
NO, THEY HAD EXPIRED ..... 2  
NO, I HADN'T GOTTEN THEM YET ..... 3  
REFUSED..... 7 (SKIP TO QD12)
- D11. When did you (renew/get) your work authorization documents? Was it....
- Before you started working for [EMPLOYER] ..... 1  
Within two weeks of starting to work for [EMPLOYER] or..... 2  
Did you not get them at all?..... 3  
REFUSED..... 7
- D12. Do you believe that [EMPLOYER] paid you less because you were (not a citizen/foreign-born)?
- YES..... 1  
NO..... 2
- D13. Do you believe that [EMPLOYER] gave you unpleasant tasks because you were (not a citizen/foreign-born)?
- YES..... 1  
NO..... 2
- D14. Do you believe that [EMPLOYER] made you work more hours because you were (not a citizen/foreign-born)?
- YES..... 1  
NO..... 2
- D15. Do you believe that [EMPLOYER] gave you less training because you were (not a citizen/foreign-born)?
- YES..... 1  
NO..... 2  
DON'T KNOW ..... 8

D16. Do you believe that [EMPLOYER] discriminated in any other way against you because you were (not a citizen/foreign-born)?

YES (*specify, in what way?*) ..... 1  
NO..... 2  
DON'T KNOW ..... 8

**BOX D1**

**QD12-QD16 ARE ALL "NO"..... 1 (SKIP TO QD18)**  
**QD12-QD16 HAVE AT LEAST ONE "YES"..... 2**

D17. Why do you think that [EMPLOYER] discriminated against you or gave you different pay, hours, tasks, and/or training?

.....  
.....

D18. Are you of Hispanic or Latino origin?

YES..... 1 (SKIP TO BOX D2)  
NO..... 2  
DON'T KNOW ..... 8

D19. Which of the following best describes you? Are you... [CIRCLE ALL THAT APPLY.]

a. White ..... 1  
b. Black or African American..... 2  
c. American Indian or Alaska native ..... 3  
d. Asian ..... 4  
e. Native Hawaiian or Other Pacific Islander (Hawaii, Guam, Samoa, etc) ..... 5  
f. Some other group (*specify*) ..... 6  
g. REFUSED..... 7

**BOX D2**

**EMPLOYEE WAS BORN IN THE UNITED STATES (QD2=1) ..... 1**  
**EMPLOYEE WAS NOT BORN IN THE UNITED STATES (QD2=2)..... 2 (SKIP TO QD26)**

D20. Do you believe that [EMPLOYER] paid you less because of your race or ethnic background?

YES..... 1  
NO..... 2  
DON'T KNOW ..... 8

D21. Do you believe that [EMPLOYER] gave you unpleasant tasks because of your race or ethnic background?

- YES..... 1
- NO..... 2
- DON'T KNOW ..... 8

D22. Do you believe that [EMPLOYER] made you work more hours because of your race or ethnic background?

- YES..... 1
- NO..... 2
- DON'T KNOW ..... 8

D23. Do you believe that [EMPLOYER] gave you less training because of your race or ethnic background?

- YES..... 1
- NO..... 2
- DON'T KNOW ..... 8

D24. Do you believe that [EMPLOYER] discriminated in any other way against you because of your race or ethnic background?

- YES (specify) ..... 1
- NO..... 2
- DON'T KNOW ..... 8

BOX D3

QD20-QD24 ARE ALL "NO"..... 1 (SKIP TO QD26)

QD20-QD24 HAVE AT LEAST ONE "YES"..... 2

D25. Why do you think that [EMPLOYER] discriminated against you or gave you different pay, hours, tasks, and/or training?

D26. Overall, how satisfied or dissatisfied were you with the I-9 employment verification experience?

- Very satisfied..... 1
- Somewhat satisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3 (SKIP TO END OF INTERVIEW)
- Somewhat dissatisfied ..... 4
- Very dissatisfied ..... 5

D27. Why do you feel this way? [RECORD RESPONSE VERBATIM.]

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**END OF INTERVIEW.**

**THANK THE RESPONDENT FOR HIS/HER TIME AND COOPERATION.**

**TIME ENDED: |\_\_\_\_:\_\_\_\_| A.M. OR P.M. (CIRCLE ONE)**

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## SECTION E: OBSERVATIONS

**INSTRUCTION TO INTERVIEWER:** AFTER COMPLETING THE INTERVIEW, PLEASE RATE THE RESPONDENT ON THE FOLLOWING ITEMS: **DO NOT** ASK THE RESPONDENT THESE QUESTIONS.

**E1. Interview Completion Code:**

Respondent terminated interview prematurely .....	1
Respondent refused interview .....	2
Respondent unable to respond ( <i>specify</i> ) .....	3
Interview completed.....	4

**E2. Language used in interview was:**

ENGLISH .....	1
SPANISH.....	2
TRANSLATOR ( <i>specify language</i> ) .....	3

**E3. Is respondent..**

MALE .....	1
FEMALE.....	2



## CONFIDENCE RATINGS

E4. PLEASE RATE THE FOLLOWING QUALITIES OF THE RESPONDENT, THE INTERVIEWING SITUATION, AND THE DATA.

THE RESPONDENT (WAS/HAD):

	HIGH	7	6	5	4	3	2	1	LOW
A. ABLE TO UNDERSTAND QUESTIONS EASILY		7	6	5	4	3	2	1	HARDLY ABLE TO UNDERSTAND
B. TRUTHFUL		7	6	5	4	3	2	1	UNTRUTHFUL
C. ACCURATE		7	6	5	4	3	2	1	INACCURATE
D. INTERESTED IN THE INTERVIEW		7	6	5	4	3	2	1	NOT INTERESTED IN THE INTERVIEW
E. COOPERATIVE		7	6	5	4	3	2	1	UNCOOPERATIVE
F. NO ENGLISH LANGUAGE PROBLEM		7	6	5	4	3	2	1	SPOKE ENGLISH WITH DIFFICULTY
G. INTERVIEWED WITHOUT INTERRUPTIONS		7	6	5	4	3	2	1	INTERRUPTED OFTEN
H. YOUR OPINION ABOUT THE OVERALL QUALITY OF THE DATA:		7	6	5	4	3	2	1	

E5. DESCRIBE ANY OTHER CIRCUMSTANCE ABOUT THE INTERVIEW OR ABOUT THE RESPONDENT THAT YOU FEEL MIGHT HAVE HAD AN EFFECT ON THE INTERVIEW:

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